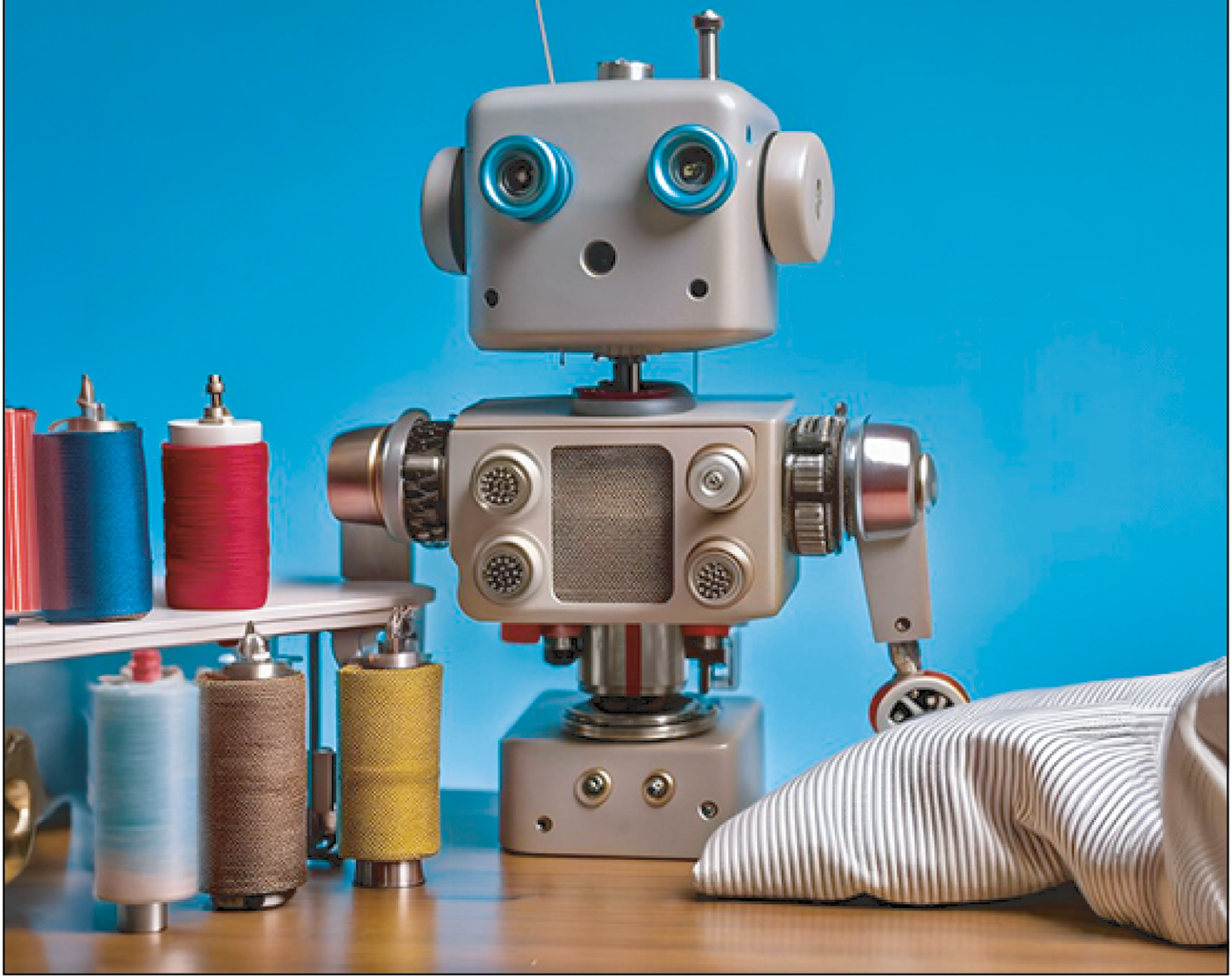
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EDITOR'S NOTE

ERP Solutions for SMEs: From Complexity to Clarity

As digital transformation continues to redefine business operations, small and medium-sized enterprises (SMEs) find themselves at the heart of this evolution—challenged to remain agile, competitive, and cost-conscious. In this April 2025 edition of ERPNews Magazine, we focus on the theme “ERP for SMEs”—an exploration into tailored ERP solutions, success stories, and strategies that empower SMEs to scale efficiently in an increasingly complex digital economy.

In this issue, we are proud to feature two insightful interviews that reflect the diversity and depth of innovation happening across the ERP landscape. First, we speak with Greg Cohen, CEO of Fortis, who shares his strategic vision behind the company’s 12-fold growth and how embedded payments are reshaping ERP integrations for modern businesses. Then, we delve into the critical domain of ERP cybersecurity with a joint Q&A featuring Gaurav Singh, SAP Security Lead at Under Armour, and Juan Pablo Perez-Etchegoyen, CTO at Onapsis, as they unpack practical strategies from their new book and share insights on emerging threat landscapes and defense frameworks.

Whether you’re exploring cloud ERP adoption or looking to secure your SAP landscape, this edition delivers practical guidance and strategic foresight tailored to SME leaders navigating a transformative era.

Let’s build the future—one smart system at a time.



Pinar SENGUL, EDITOR

ERPNEWS

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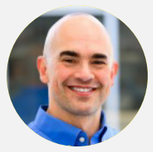
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5 Steps to Winning Now in Manufacturing

The manufacturing industry and the technology that drives it continue to evolve fast. Certainly, manufacturers need to keep an eye on what's coming down the road, but my experience as an ERP software provider tells me that the most successful manufacturers mostly think about what they need to do to win today.

Manufacturers who win focus on delivering quality products on time every time, providing a great customer experience and developing long-term relationships with their customers. In other words, they help their customers win as well and here are a few ways the best manufacturers do it.



Whitepaper by
Dusty Alexander,
President & CEO,
Global Shop Solutions

Global Shop SOLUTIONS

1. Schedule Hot Jobs With Confidence.

Scheduling jobs is one of the most complex and demanding tasks in a manufacturing enterprise, especially if you use manual processes. From work orders to raw material availability, labor and workcenter capacity, inventory status, and much more, scheduling involves a staggering array of variables that can take hours or days to complete. ERP software dramatically reduces the time required to schedule jobs by processing all the variables in a matter of seconds. You enter the data and the software schedules the job for you in minutes.

However, when customers request very short lead times or need changes to a job in progress it's a different story. Do you accept the job and hope you can get it done in time? Or do you decline it and risk losing the customer to a competitor who can meet the due date?

That's where having an ERP system that supports real time scheduling decisions makes a difference. Advanced features like forward-backward and what-if scheduling allow you to see how hot jobs will affect other jobs already in the schedule. The scheduling software also tracks every step of the production process so you know when a job will be done. When you can accommodate a razor-thin lead time or squeeze a hot job into the schedule with confidence, it provides a significant edge over the competition.

Consider the example of *Berlin Gardens*, which manufactures outdoor living furniture, gazebos, pavilions and other products. The company offers a wide variety of customizable options for its products yet offers a two-week lead time for furniture orders and three to four weeks for outdoor structure orders – lead times their competitors can't match.

Berlin Gardens can offer these lead times because their scheduling software automatically generates work orders to schedule the start of all new jobs. Using work orders to drive production creates a smooth workflow and allows the company to build only the amount of stock needed to ship. Jobs rarely get behind, and when they do planners can shuffle the work orders to move up production for certain jobs based on overloaded workcenters or other issues.

Winning now starts with meeting your promised due dates. Advanced Planning & Scheduling ERP application makes it happen.

2. Help Your Customers Be More Efficient.

Global Shop Solutions' mission has always been to simplify manufacturing for our customers. Recently, some of them have started simplifying business for their customers. *Load King*, which designs and builds branded kiosks, restaurants, and physical stores, offers a compelling example.

Load King started out as an equipment consolidator and manufacturer in the late 1950s, and over the years has adapted to numerous market changes. The company continues to produce trailers and other heavy equipment, but their most recent adaptation is revolutionizing an entire industry – the store opening process.

Opening a retail store is a complex and costly process that often gets bogged down with too many cooks in the kitchen. From managing general contractors, designers and architects to getting bids for store fixtures and other interior features to dealing with different equipment suppliers it's no surprise that stores often miss their planned opening dates. Handling separate invoicing and billing from dozens of vendors does not lend efficiency to the process.

Load King provides all these products and services under one roof, making the entire process quicker and easier while significantly reducing costs. They not only guarantee on-time delivery, they exceed most client opening dates by 30 percent.

Imagine you're in charge of opening a store for a large brand. With Load King you work with one vendor instead of dozens. Construction will be performed by contractors that know your business. You know the job will get done on time, if not sooner. All work is guaranteed. And you'll handle one invoice instead of hundreds. This gargantuan undertaking couldn't happen without *ERP software* capable of managing what are essentially dozens of different businesses in one system.

"ERP often gets manufacturers to rethink how they operate their businesses. To win now, don't just simplify your own business. Use ERP to do it for your customers as well."

3. Tailor Your ERP Software to Your Needs.

Modern ERP systems provide amazing capabilities out of the box, but their features don't always align with the way you need to do business. *Tailored ERP* that lets you tailor the software to your specific needs provides a powerful tool for winning today. Here are some examples from Global Shop Solutions customers.

Archer Advanced Rubber Components uses a tailored program to manage incoming overseas part shipments from China. The program tracks whether a part has been ordered, if it's in transit, and the expected arrival date. It automatically merges the data into one screen for quick comparison of demand for the parts with current supply on hand and what is arriving via transit.

Connecticut Spring & Stamping has to attach multiple certifications when shipping their products. This formerly required manually tracking raw material certifications and outside services used on a job. Now, a tailored program automatically generates all the certs and documentation required by the customer.

Panoramic, Inc. manufactures thermoformed packaging products using complex machines that can have up to 350 different settings. These settings have to be adjusted every time a new part is run. Using a custom script, Panoramic simplifies the adjustment process by tracking machine settings by work order, reviewing previous jobs to determine the settings for a particular part, and using them as a baseline for new parts.

These custom programs all save time and ensure data accuracy while you do things the way you need to do them. With the right ERP software, the ability to customize screens, programs and processes is limited only by your imagination.

> "Custom programs save time and ensure data accuracy while you do things the way you need to do them."

4. Outflank Your Competition.

One of the best ways to outflank competitors is speed – doing everything you do faster and better than anyone else. *Geremarie Corporation*, a design, engineering and manufacturing company, has achieved this goal by automating and integrating their entire factory to maximize efficiency.

The company's integrated end-to-end ERP system enable the production of parts 24/7 with unparalleled speed and precision. When customers order a part from anywhere in the world it automatically schedules it onto a machine in seconds. Geremarie prides itself on the ability to make any aluminum component, including parts that don't yet exist, by thinking in terms of possibility rather that what exists now.

Operating a facility of this nature requires ongoing investment in the latest machine technology and tools to deliver high-capacity manufacturing with speed and precision. For Geremarie, the results outweigh the investment costs through increased profitability and a worldwide reputation for the highest quality parts delivered on time. Based on their reputation, a large USA-based surgical medical equipment provider recently selected Geremarie as an approved supplier.

Geremarie reached this point by re-engineering expensive aluminum components used in the marine industry to reduce their cost. As time went by, they repeated the process with hundreds of aluminum parts, and today process millions of orders in a variety of industries. They continue to revise processes and invest in new equipment, people, training, and systems, making it possible to deliver a quality part on time every time and outflank their competitors who can't.

5. Combine eCommerce With Manufacturing.

Today's manufacturing customers want simplicity and convenience when doing business with you. For many, this includes the ability to order parts and products directly from your website.

With an *eCommerce* website, customers can order 24/7 while viewing your entire range of products and customization options. Your ERP system automatically launches the sales and work order processes and sends a digital invoice to the customer. Online payments via credit card and other options simplify the customer's payment process while improving your company's cash flow. All of which delivers a fast, convenient experience for your customers.

Meanwhile, you gain access to new markets and reach a wider range of customers. The simpler front-end operations ensure faster time to market. Multiple payment options improve cash flow, and your customer service and sales teams can spend more time on higher-value tasks.

The Cleveland Punch & Die Company, which manufactures punches, dies, shear blades, and special application tooling, can testify to the benefits of eCommerce. For years, their lack of an online store and related advertising made it difficult for customers to keep up with the company's latest offerings. It also made it hard for prospects to discover the company's products and services. A complete website makeover that included eCommerce capabilities brought Cleveland Punch & Die into the modern age by making purchasing quicker and easier for customers and prospects.

However, there's more to successful eCommerce than having an online store. The store needs advertising to attract prospects and take business away from competitors. Cleveland Punch & Die implemented an online marketing program with two key elements: promoting their products on Google and using online ads to advertise against their competitors' brand names. The campaign resulted in new visitors to their website from competitor ads and thousands of leads and sales.

ECommerce requires three essential elements. A Simple Object Access Protocol (SOAP) software program so customers' web portals can communicate with your ERP system. An experienced agency to build your eCommerce portal. An ERP system that integrates with your eCommerce platform. Once the eCommerce website is up and running, launch your advertising campaigns.

Before investing in building an eCommerce website, make sure your ERP system can integrate with it. If not, acquire one that can.

About Dusty Alexander

Dusty Alexander has been instrumental in Global Shop Solutions' growth and development as an innovative leader in the ERP software industry. Under his direction, the company has increased sales every year, and has grown into one of the largest privately held discrete manufacturing ERP software solutions companies. Alexander is actively involved in our customers' increased benefits derived from the software. Through his dedication, Global Shop Solutions has earned a reputation for outstanding customer service, superior training and highly successful product implementations.

About Global Shop Solutions

Global Shop Solutions ERP software provides the applications needed to deliver a quality part on time every time from quote to cash and everything in between including shop management, scheduling, inventory, accounting, quality control, CRM and 25 more. Available in the cloud or on premise, our manufacturing customers benefit from real-time inventory accuracy, improved on-time delivery, lower administrative costs, increased sales and improved customer service. Headquarters in The Woodlands, Texas includes a state-of-the-art R&D facility and Global Shop Solutions training center. Through its offices in the U.S., Mexico, Indonesia, Singapore, Australia, New Zealand and the United Kingdom, the company supports thousands of manufacturing facilities in over 25 countries and more than 30 industries. For more information please visit globalshopsolutions.com.

Global Shop SOLUTIONS





Inside SAP Cybersecurity: Bridging the Gaps in ERP Protection with Experts from Under Armour and Onapsis

In a digital landscape where enterprise systems are constantly under siege, cybersecurity is no longer optional—it's mission-critical. This is especially true for SAP, one of the world's most widely used ERP systems, which now operates in increasingly complex and interconnected environments. In the April 2025 issue of ERPNews, we sit down with two of the industry's foremost SAP security experts: Gaurav Singh, Senior Manager of SAP Security at Under Armour, and Juan Pablo Perez-Etchegoyen, Chief Technology Officer at Onapsis.

Together, they unpack the modern threat landscape facing SAP users, challenge long-standing misconceptions, and offer an inside look at the new book they co-authored—a practical roadmap for safeguarding ERP systems against advanced cyber threats. From the dangers of credential-less exploits to the evolving responsibilities under RISE with SAP, this Q&A delivers critical insights for any organization looking to stay secure in the age of intelligent enterprise.



Interview with
Gaurav Singh,
Senior Manager of SAP Security
at Under Armour and Onapsis

onapsis

1. As a security leader at Under Armour, what key SAP security challenges do you see enterprises struggling with most frequently in today's threat landscape?

The security culture around SAP is still a work in progress. Though there has been a shift for good, there is still a false sense of security due to governance, risk management and compliance (GRC) driven SAP security. This limits enterprises and even their systems integrators (SIs) to GRC/ traditional role-based security for SAP transformations, preventing organizations from truly protecting their business critical environments from today's sophisticated threat landscape.

2. The book highlights that attackers can compromise SAP systems without user credentials. Can you share real-world examples or scenarios where this risk is especially critical?

SAP used to be an all-internal system where these threats were not significant. Yet, with SAP available over the internet with Software as a Service (SaaS) applications and SAP Business Technology Platform (BTP) platforms, like WorkZone and SAP.me, which is critical for many SAP customers, any compromise on user credentials and its exploit can be devastating.

We saw this recently in the *Stoli Group attack*, when the popular alcohol brand filed for bankruptcy in late 2024 following a ransomware attack that directly impacted the parent company's IT system, and the company was unable to provide financial data.

3. From your experience, what common misconceptions do business and IT leaders have about SAP security, and how can those be corrected?

As I mentioned, the biggest misconception is that we are doing everything we need to do with traditional role-based security (PFCG, user), GRC, and audits, that we don't need to do anything around other areas, like vulnerability management, threat management. This leads the industry to think that we can solve vulnerable SAP environments by just implementing technology, which is also a misconception, but we need people, processes, along with technology to ensure that SAP systems are secure from all threats.

4. How can organizations effectively apply SAP's Secure Operations Map and NIST Cybersecurity Framework to build a robust defense strategy?

I would recommend starting with the National Institute of Standards and Technology *cybersecurity framework* (NIST CSF) to start the cybersecurity program for SAP, which includes govern, identity, protect, detect and respond functions, categories, sub categories and map them to specific security controls-around specific areas of SAP like applications using secure operations map. Using a widely adopted framework like NIST CSF and then complementing it with SAP security operations as a reference model, organizations can ensure they are doing their due diligence and due care for all aspects of SAP cybersecurity and continuously evolve to achieve higher tiers of their security maturity.

5. What recommendations would you give to security teams working within large enterprises to balance compliance, operational needs, and proactive threat prevention?

The only recommendation would be to bring security culture into the SAP ecosystems and involve different teams like cyber, SAP security and Basis into one team and not have silos to ensure that different stakeholders keep performing their due diligence (compliance, keep the lights on) but are also proactive as a team to ensure threats are mitigated timely and collaboratively.

> "The biggest misconception is that traditional role-based security, GRC, and audits are enough. True SAP security requires people, processes, and technology working together to defend against today's sophisticated threats."





Interview with
Juan Pablo Perez-Etchegoyen,
Chief Technology Officer
Onapsis

1. From a technology perspective, what makes SAP systems particularly vulnerable to sophisticated cyberattacks, and why do many of these threats go undetected?

I believe the most relevant word to answer this question is "complexity." ERP applications in general, but SAP applications in particular, are very complex because these applications need to be able to serve complex business processes executed by hundreds of different business roles, across the most diverse organizations. Because of that, the underlying technology supporting SAP applications is built by multiple processes, services and protocols. Understanding what security looks like in the context of a given organization requires an understanding of the possible risks and threats that could affect SAP applications.

Threat actors understand this and are increasingly targeting SAP applications, going undetected if organizations have not enabled and deployed the right level of visibility to be able to detect or stop these actors.

2. As an ethical hacker and CTO at Onapsis, what were some of the most alarming vulnerabilities you've encountered in SAP environments?

Over time, SAP applications have faced a number of critical vulnerabilities, which SAP has been fixing, while improving the overall security posture. Some of the most relevant ones that I recall are the RECON vulnerability (CVE-2020-6287), that generated a lot of threat activity due to the ease of exploitation and the impact of a successful exploitation, as it was the creation of an admin user on the target SAP application. The other critical exploit that is still relevant is 10KBLAZE, which allows an attacker to completely take over an SAP system and impacts current unsecured SAP applications.

Besides that, it is important to understand that security is a continuous process, as security vulnerabilities, even very critical ones, are patched periodically by SAP. Organizations need to be able to properly address them in a timely manner.

3. The book introduces a practical roadmap for vulnerability management and incident response. Could you elaborate on how organizations can implement this roadmap effectively?

Through the different chapters, we explore the concepts of common vulnerabilities and exposures (CVEs), Common Weakness Enumeration (CWE) and other technical elements that are important to understand when you are dealing with vulnerabilities affecting SAP applications.
In regards to vulnerability management, we go through the basics. We also cover the elements of a successful vulnerability management program, providing examples of how to analyze different types of SAP Security Notes.

When it comes to incident response, we provide concrete examples of real incidents and detail the different sources of information you can use to understand what happened at any given time in an SAP application.

4. How does the RISE with SAP shared responsibility model change the way organizations should approach their security strategy?

When it comes to RISE with SAP, there is an extensive list of tasks properly documented through the *roles and responsibilities document*, explaining which tasks are the responsibility of SAP to address and which tasks fall into the responsibilities of the SAP customer. For the most part, when it comes to infrastructure, operating systems and networking, SAP will take care of managing and securing it, however, when it comes to the SAP application and database, the customer will own responsibility for certain areas, and SAP will implement certain other changes.

Having said that, it is important to remember that even when migrating to RISE, it is always our data, and our data is our responsibility, which does not transfer in any way. We need to ensure due diligence and due care, while working with a cloud provider to define the controls that are in place to protect our data.

"ERP applications, especially SAP, are inherently complex—and threat actors know this. Without the right level of visibility, organizations are essentially blind to the risks operating within their most critical systems."

5. Looking ahead, what role will automation, AI, and threat intelligence play in the next generation of SAP cybersecurity tools and protocols?

Automation and artificial intelligence (AI) are key players in the world of cybersecurity. With the current scale and volume of threats, attacks and vulnerabilities cannot be dealt with without the help of proper automation, which will continue evolving and improving with the integration of machine learning and AI.

AI will allow the industry to make better decisions when prioritizing security initiatives, both on the preventative side as well as from the defensive side of the house.

About Gaurav Singh
Gaurav Singh is an SAP cybersecurity manager at Under Armour with more than 19 years of experience and a proven track record of helping organizations protect themselves from cyber threats while maximizing their SAP investments. In addition to his cybersecurity leadership role, Gaurav is an accomplished speaker and published author. He has presented at the SAP conference's cybersecurity track, been featured in international journals, and been recognized as an SAP Insider Expert. Gaurav's expertise spans the entire spectrum of SAP security, including identity and access controls; governance, risk, and compliance; vulnerability management; threat management; incident response; and backup and disaster recovery. He is passionate about going beyond traditional SAP security to implement true cybersecurity, covering all aspects of SAP's secure operations map, from infrastructure to cloud security.

About Juan Pablo Perez-Etchegoyen
Juan Perez-Etchegoyen is the chief technology officer at Onapsis. With more than 20 years of experience in the IT security field, JP is a leading expert in business-critical application security, specializing in safeguarding ERP landscapes. At Onapsis, he spearheads research and innovation, tackling the complex security challenges faced by organizations managing these critical systems. He guides the development of new products and oversees the acclaimed Onapsis Research Labs, driving cutting-edge cybersecurity research. An experienced speaker and trainer, JP regularly presents at top-tier industry conferences like Black Hat, RSA, HackInTheBox, Oracle OpenWorld, and SAP TechEd. He is a founding member of the CSA Cloud ERP Working Group and has led numerous global cybersecurity consultancy projects for Fortune 500 companies, spanning penetration testing, vulnerability research, security auditing, and incident response, including leading responses to high-profile breaches affecting SAP applications.



Fortis CEO Greg Cohen on Defining the Future of Embedded Payments and Powering Global Growth

In this exclusive Q&A for the April 2025 edition of ERPNews Magazine, we sit down with Greg Cohen, CEO of Fortis, to explore how the company has achieved a 12-fold expansion since 2020 and what's ahead following a significant joint investment from Audax Private Equity and Lovell Minnick Partners. Greg shares his vision for the future of embedded payments, unpacks the technology roadmap, and discusses how Fortis is redefining B2B payment experiences through innovation, ERP integrations, and AI-powered solutions. As the market accelerates toward digital and omnichannel strategies, Fortis is not just adapting—it's leading the way.

1. Fortis has seen impressive growth over the last five years. What would you say were the key strategic decisions or innovations that fueled this 12-fold expansion since 2020?

Fortis's remarkable growth over the last five years stems from our strategic focus on reinventing how payments integrate within business software ecosystems. We identified a critical need within the embedded payments space, specifically for software platforms, ERP systems and their customers. These businesses were struggling with fragmented payment experiences. There's a major need for seamless payment integrations to enhance the business user experience.

Three key factors have driven our 12-fold expansion:

- First, is our technology. We have a proprietary technology platform that seamlessly integrates within software workflows. We've gone beyond simply offering payment processing, delivering comprehensive commerce enablement tools that transform how businesses handle transactions across their business operations.
- Second, our cultivation of strong, collaborative partnerships has been instrumental in forging deep relationships with software providers and platforms. ERP systems and software platforms have created a powerful distribution channel that simultaneously have fueled our growth while enhancing our partners' offerings.
- Third, is our vertical approach. We've dedicated ourselves to deeply understanding the specific needs of businesses across different industries and then tailoring our solutions to meet those demands. This deep understanding, combined with our ability to identify underserved markets, has allowed us to consistently deliver valuable solutions that go above and beyond generic payment solutions.



Interview with
Greg Cohen,
CEO, *Fortis*

2. The joint investment from Audax Private Equity and Lovell Minnick Partners marks a significant milestone. What does this mean for Fortis' short- and long-term roadmap? How will this new capital infusion accelerate your technology roadmap, particularly in terms of enhancing your embedded payments capabilities?

The joint investment from Audax Private Equity and Lovell Minnick Partners provides Fortis with an opportunity to accelerate our innovation timeline and expand our market leadership in embedded payments. We'll deploy resources to accelerate our product roadmap, pursue strategic acquisitions, and expand our global footprint, as we stay relentlessly focused on defining the future of embedded payments.

The initial investment from Lovell Minnick Partners in 2019 was instrumental in allowing us to execute these strategies at scale. Now, with Audax joining LMP as an investment partner, we're positioned to further accelerate our innovation roadmap and expand our global footprint.

"This investment is not just about growth; it's about solidifying our commitment to innovation and delivering exceptional value to our partners and customers."

In the immediate future, we will significantly enhance our customer and partner experience through next-generation client engagement connectivity and portal experiences, including improved reporting, expanded enablement endpoints and seamless access to customer data, enabling customers to make data-driven decisions that optimize their payment operations, enhance adoption and boost revenue.

We will also be expanding our connectivity ecosystem, particularly with e-commerce platforms, value-added financial services and ERP systems. Accelerating the development of these critical connections will also require us to scale our teams to meet the growing market demand that we're experiencing across multiple verticals.

Our new partnership with Audax will provide the opportunity to leverage an extensive network to create strategic partnerships with complementary technology providers and access to global resources. We'll be able to deliver more comprehensive solutions and create new value propositions for businesses seeking to modernize their payment infrastructure.

Looking ahead, this partnership provides us with the fuel to pursue our long-term goals to unlock omnichannel strategies for businesses. It opens doors to new connections, potential acquisitions, and opportunities to further solidify our position as a leader in the industry. This investment is not just about growth; it's about solidifying our commitment to innovation and delivering exceptional value to our partners and customers.

"Our technology is purpose-built for the complexities of business payments… what sets Fortis apart is our laser focus on business software, ERP systems, and the segments they serve."

3. You mentioned that Fortis is defining the future of embedded payments. What differentiates Fortis' platform from others in the market, especially in the context of ERP integrations?

What sets Fortis apart is our laser focus on business software, ERP systems and the segments they serve. Our technology is purpose-built for the complexities of business payments and our platform addresses the sophisticated requirements of business management software. Unlike others who may have a few solutions in various industries, our focused strategy has been on empowering software providers, particularly within these more complex ecosystems.

We've also built a team that deeply understands the ERP environment. When we talk with partners, we speak their language because we've lived in their world. This saves everyone time, reduces frustration, and we can anticipate problems before they happen. Beyond our expertise, our approach to support is fundamentally different. We don't just provide documentation; we are actively involved, offering guidance and support every step of the way. This hands-on approach translates to quicker answers, greater satisfaction for our partners, and ultimately, happier merchants.

For the businesses your readers serve, our differentiation lies in our commitment to automation and improving account receivable processes in addition to processing a payment. We understand the evolving landscape of commerce and provide tools that streamline processes for accounting and finance teams. Our technology automates much of the manual work, freeing up valuable time and improving efficiency. Additionally, we extend the same high-touch, custom support to merchants, ensuring their payment issues are resolved quickly and effectively.

"AI will allow the industry to make better decisions when prioritizing security initiatives, both on the preventative side as well as from the defensive side of the house."

4. The B2B payments market is massive and evolving rapidly. What emerging trends are you most excited about, and how is Fortis positioning itself to lead in this space?

The B2B payments landscape is incredibly dynamic, and we're excited about several emerging technologies that are transforming how payments are made and received. While integrated payment experiences within ERP and accounting software remain crucial, we're also closely watching innovations like tap-to-pay and AI-powered payment solutions.

Tap-to-pay, for example, is shifting the paradigm of payment acceptance as businesses morph from invoice-only billing. Traditionally, an expensive terminal was required for physical payment acceptance. Now, with solutions like Apple's tap-to-pay, a simple cell phone becomes the terminal. This accelerates setup, speeds up payment collection, and allows for rapid deployment of multiple 'terminals,' especially beneficial for counter-sales and field service opportunities. It also unlocks mobile payment acceptance beyond fixed locations, all while maintaining the lowest (card-present) rates. These features expand capabilities for B2B businesses, enabling quicker and easier payment collection in various scenarios, even for those who need to collect physical payments outside of traditional office settings.

Beyond tap-to-pay, we're also enthusiastic about the potential of AI in streamlining payments. While automating payments is not new, the application of AI is taking it to the next level, particularly in accelerating payment collection and delivery. One of our partners is leveraging an AI system where customers can securely provide their credit card information over the phone to pay for orders. The AI translates and encrypts the information in the backend, with Fortis processing the payment. This type of cutting-edge technology, though not yet mainstream, is indicative of the future of payment collection and the innovations we're exploring.

Finally, the application of AI and machine learning to optimize payment processes is a significant area of focus. This includes using AI to predict payment behavior, automate collections, and enhance fraud detection. While still evolving, we are exploring how AI can further enhance our platform and provide even greater value to our B2B clients.

Our strategy is to stay ahead of these trends by investing in technology, building strong partnerships, and continuously listening to the needs of our B2B customers. We are committed to providing innovative solutions that simplify complex B2B payment challenges and help our clients thrive in the evolving landscape.

5. Could you tell us more about your vision for global expansion and the specific markets you're targeting in this next phase of growth?

Our immediate strategic focus remains on ERP and specifically, deepening our penetration within our core segments and growing acceptance in markets like construction and field services. We have identified a significant opportunity to provide these sectors, which are often underserved in terms of payment technology, with tailored and innovative solutions. This targeted approach allows us to build expertise and deliver exceptional value where it's needed most.

While North America remains a core market, we are actively exploring opportunities for global expansion as a natural progression of our strategic growth. We recognize the immense potential in international markets and are laying the groundwork for strategic entry. While specific markets are still under evaluation, we are particularly interested in regions where our expertise in embedded payments and our focus on underserved industries align with market needs.

We understand that navigating the complexities of different currencies, regulatory landscapes, and market dynamics requires careful planning and execution. Our current focus on building a strong foundation in North America provides us with the necessary experience and resources to approach global expansion strategically and effectively when the time is right. We are committed to a thoughtful and well-planned approach to ensure our global expansion is successful and sustainable.

6. How do you envision AI, machine learning, or advanced analytics enhancing the embedded payments experience in the near future?

AI, machine learning, and advanced analytics hold immense potential to revolutionize the embedded payments experience, both behind the scenes and for the end user.

In the near term, we anticipate significant advancements in how these technologies optimize backend infrastructure. AI can enhance transaction authorization processes, improve fraud detection, and streamline reconciliation, making the entire payment ecosystem more efficient and secure. While these improvements may not be immediately visible to the public, they are crucial for a seamless and reliable experience.

Closer to the user, we will see AI playing a more prominent role in enhancing service and training experiences, reporting and data analytics. Businesses will gain deeper insights into their payment capabilities and data, allowing them to make more informed decisions, personalize customer experiences, and optimize their payment strategies.

Looking further ahead, the potential of AI in transforming payment collection is incredibly exciting. Imagine AI-powered systems that can intelligently predict payment patterns, automate follow-ups for overdue payments, or even offer personalized payment options based on individual customer behavior. The example of AI handling voice payments securely is a glimpse into this future.

At Fortis, we are actively exploring and investing in these technologies to enhance our embedded payments platform. Our focus is on leveraging AI to create more efficient, secure, and user-friendly experiences for both our partners and their customers. We believe that AI will be a key driver in shaping the future of embedded payments, and we are committed to being at the forefront of this innovation.

Fortis



Acumatica 2025 R1: Delivering Industry Specific Capabilities

Acumatica has taken industry-specificity in ERP solutions to a new level with its latest release, Acumatica 2025 R1. In it, we deliver hundreds of industry-specific capabilities that will help every user run their business efficiently and profitably.

The global marketplace is filled with millions of businesses, each one with goals, demands and processes unique to them and to the ***industry*** in which they operate. That's why Acumatica designs our comprehensive and intuitive ERP solution to be easily tailored so that it meets—and exceeds—the specialized, evolving, industry-specific needs of small and midsized businesses (SMBs) around the world.

Now, with the much-anticipated release of ***Acumatica 2025 R1*** on March 20, SMBs benefit from a modern user interface, an AI platform, and hundreds of specific updates that address their unique industry needs, whether ***Manufacturing***, ***Distribution***, ***Retail***, ***Construction***, or ***Professional Services***. ***In our latest press release***, Acumatica's Chief Product Officer Ali Jani, addressed these enhancements:

"We've focused on making Acumatica Cloud ERP even more intuitive with features and interfaces that customers love to use, automating workflows to save time and delivering industry-specific innovations that help businesses stay agile and resilient in an increasingly complex landscape," Jani said.

One example of the many product enhancements is our modern UI, which we discuss in-depth in Acumatica 2025 R1: New UI. Today, we're exploring the releases' exciting new industry-specific capabilities.

Acumatica 2025 R1 Brings Ease of Mind to SMBs

To say SMBs have been operating in a volatile economic environment for the last several years is an understatement. Recovery from the pandemic was complicated by inflationary pressures, supply chain challenges, and labor shortages. As the business world continues to face uncertainties in the marketplace, Acumatica users can move ahead confidently knowing that their business management solution is being continually enhanced to meet their changing needs.



Article by
Jeremy Larsen,
VP, Product Management
Construction and Professional Services, Acumatica

Acumatica
The Cloud ERP

Take a look at some of the key industry enhancements brought by Acumatica 2025 R1.

Manufacturing Edition
Production Orders by Build Capability: Improves visibility into material shortages, streamlines inventory validation and reduces production delays.
New Scheduling Views: Enhances visualization of production schedules, reducing inefficiencies and manual bottlenecks that impact manufacturing timelines.

Distribution Edition
Product Catalog and Pricing Control for Shopify: Simplifies complex catalog management, supports variable pricing models and enables greater buyer customization.
Selling Unique Products: Improves the ability to capture product characteristics (e.g., condition, scratches, warranty coverage, etc.), making it easier to identify and sell one-of-a-kind inventory.

Retail Edition
Seamless Shopify Integrations: Enables order imports without importing customers, document imports in default store currency, improved tax mapping and better price list synchronization.
Amazon Fulfillment Center Synchronization: Provides automated shipment syncing between Acumatica and Amazon fulfillment centers.

Construction Edition
Progress Pro Forma with Time & Materials Detail: Helps businesses decrease days in accounts receivable, increase billing volume and accelerate income recognition.
Project Information in AP Incoming Documents: Automates project recognition and subcontractor association, eliminating manual data entry and reducing errors.

Professional Services Edition
Comprehensive Support for Professional Services Firms: Designed for AEC (architecture, engineering and construction) services, consultants and IT professionals, Acumatica's newest edition enables firms to manage accounting, resource allocation, time and expense tracking, financials, service and support and project management.

Integrated Resource Planning and Project Scheduling: Seamlessly connects project tasks to cost and revenue workflows, optimizing labor, productivity, and transparency with team collaboration.

> "Acumatica ERP 2025 R1 introduces enhanced flexibility for warehouse operations, empowering workers to use the mobile app to transfer items seamlessly between warehouses."

Modernize Operations, Drive Growth with Acumatica 2025 R1

The industry-specific enhancements brought by 2025 R1 better equip SMBs to handle the ongoing economic turbulence. As Jani said in the press release, "With these enhancements, businesses can leverage a powerful and strategic platform to modernize their operations and drive growth."

Acumatica customer Sean Corrigan, VP of Operations at Happy Valley, knows a little something about operating successfully in a volatile market.

"I've tried a lot of different systems. Acumatica is the first one we feel actually encompasses our whole business. It gives us the tools that we really need to drive our business forward, and in a market and industry that is compressing. There's a lot of operators going out of business. They don't truly understand what their costs are," he ***says***.

"The biggest thing that I could recommend is that you truly understand all of your data. Understand how your business is being run. It might be a little bit scary to change things, but (deploying Acumatica) is one of the better decisions that we've made as a company."

Acumatica 2025 R1 is here, and it is packed with user-driven improvements designed to make life easier for SMBs: think a sleek modern UI, industry-specific tools that give you an edge, and AI-powered features that automate tasks, streamline data, and support smarter decisions. Stay tuned for the last article in this three-part product update series to learn more about our AI innovations.

About Acumatica
*Acumatica Cloud ERP is a comprehensive business management solution that was born in the cloud and built for more connected, collaborative ways of working. Designed explicitly to enable small and mid-market companies to thrive in today's digital economy, Acumatica's flexible solution, customer-friendly business practices and industry-specific functionality help growing businesses adapt to fast-moving markets and take control of their future. For more information, visit **acumatica.com** or follow us on **LinkedIn**.*

Article by Jeremy Larsen



GenAI Powers New Assistant, Automated Insights in NetSuite 2025.1

AI adoption among small-to-midsize businesses nearly tripled from 2023 to 2024, according to a recent survey from Verizon. This growth signals their increasing comfort with the technology and the growing availability of AI tools that solve real business problems. NetSuite is doing its part to provide practical, easy-to-use tools by continuing to embed AI across the suite, including rolling out several new AI enhancements in NetSuite 2025 Release 1.

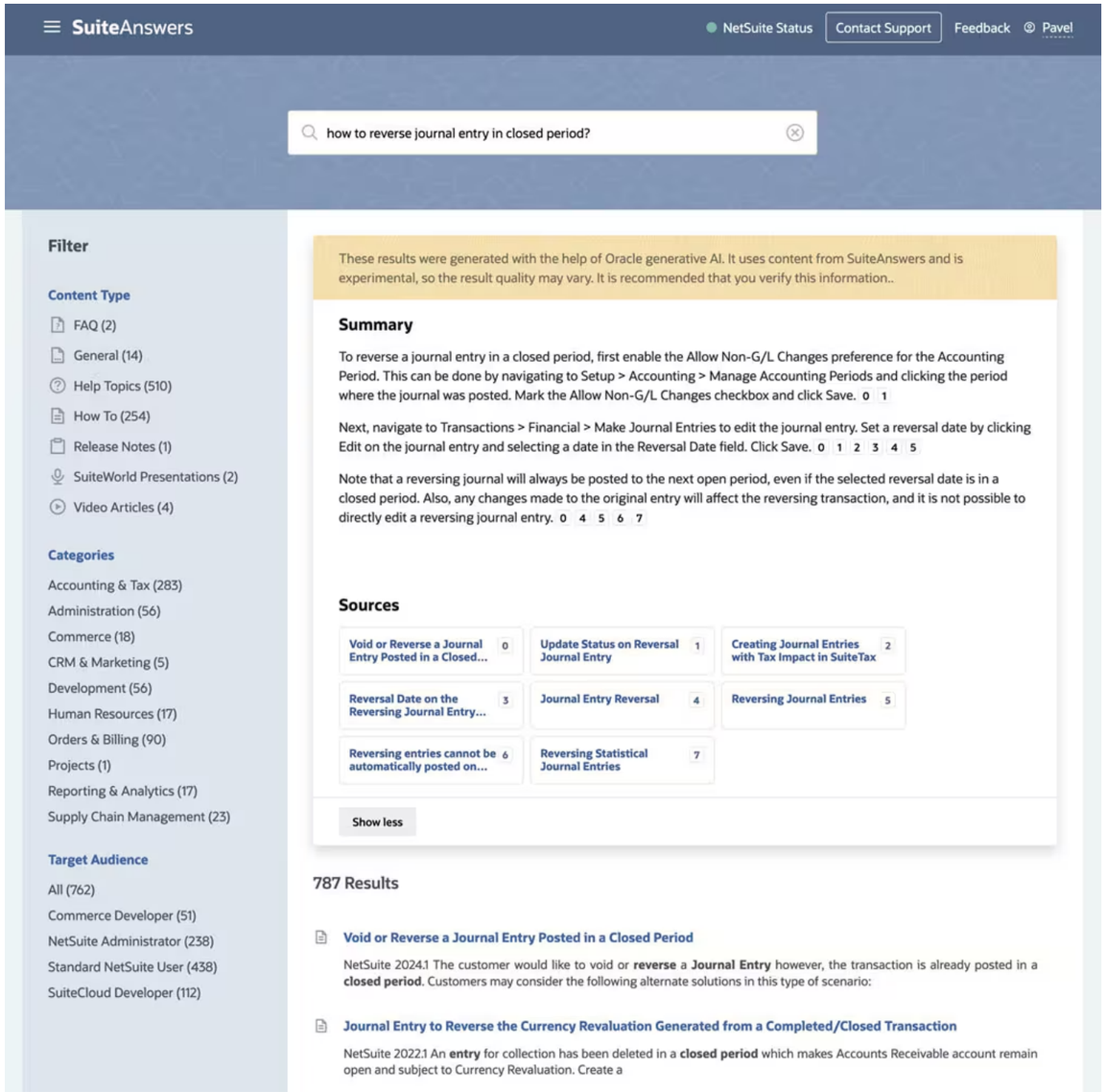
New applications of generative AI in the latest NetSuite release include domain-specific GenAI assistants, a new search tool to answer questions about NetSuite, and tools that automatically write reports and analysis. Other features can help your business predict what's coming and let you tailor GenAI responses to the needs of different teams. All of these innovative capabilities can save your staff precious time and help them make better decisions.

Faster answers to your NetSuite questions

Generative AI is making it easier for anyone that uses NetSuite to better understand the system their organization runs on. The NetSuite SuiteAnswers knowledge center is now leveraging the new AI-powered NetSuite Expert, which uses retrieval augmented generation (RAG) capabilities from Oracle Cloud Infrastructure (OCI), to search the help and support content in SuiteAnswers and then creates a concise answer to your NetSuite-related question so you don't have to sift through multiple documents. The result includes links to relevant sources and other related results below the summary for additional information.



Article by
Lisa Schwarz,
Senior Director of Global Product Marketing
ORACLE NETSUITE



NetSuite's first AI assistant

While the GenAI chatbots that can answer a wide array of questions and complete repetitive manual tasks have garnered much attention, GenAI can also be instrumental to streamlining the path to actionable insights extracted from your vast data collections to improve business decisions and personalize customer offerings without the need for programming or a data science background.

A new assistant for *NetSuite Analytics Warehouse* in this release, powered by the Oracle Analytics AI Assistant, can generate charts and other data visualizations based on natural language requests. You can then ask the assistant follow-up questions, such as requesting the data in another format to highlight the key takeaways that will help guide your decision. For example, a sales manager could ask the assistant to show revenue from new customers by month or profits by city in the third quarter and, seconds later, get a line graph or bar chart breaking down the requested numbers. That sales manager can then drag and drop that visualization into a NetSuite workbook to further manipulate the data and glean additional insights.

Automated insights across EPM, analytics warehouse

New functionality in NetSuite 2025.1 uses GenAI to automatically write reports and explanations of datasets and trends. The *NetSuite Narrative Reporting* module, part

Article by Lisa Schwarz

of NetSuite Enterprise Performance Management (EPM), can now draft detailed narratives and concise explanations from financial and transactional data, including insights into trends, variances, and time-based comparisons. This can reduce the work required to prepare financial and management reports, expediting period-end reporting.

> "New functionality in NetSuite 2025.1 uses GenAI to automatically write reports and explanations of datasets and trends."

Similar GenAI capabilities in NetSuite Analytics Warehouse provide a fast and intuitive way for analysts to access consumable insights into financial and operational performance. Auto-Insights is a new feature that, with a single click, auto-generates a collection of visualizations that slice the data for varied high-level insights that enrich discovery and expand your view into elements you may not have previously considered. The Explain feature in NetSuite Analytics Warehouse builds on those results by digging deeper, for example, into the root cause of trending customer late payments, by providing test descriptions and visualizations depicting business drivers, contextual insights and notable data anomalies.

It's also easier for less technical employees to apply predictive analytics to business processes with NetSuite Analytics Warehouse thanks to AI-driven models that are now available out of the box. The models, which you can turn on from the Preview Features tile, can be trained with your NetSuite data, historical data, and other sources for insights to optimize processes and prepare for what may be coming. The release includes three models:

- ***Churn prediction.*** This model looks at customer sales history to suggest which customers are most likely to churn, when they might leave, and their revenue value so sales teams can proactively take action.
- ***Stockout prediction.*** The stockout prediction model reviews inventory and sales data to evaluate whether a specific location is likely to run out of stock of a specific item in a selected timeframe, helping companies strategically balance on-hand inventory with customer demand.
- ***Markdown prediction.*** The markdown prediction model also considers sales and inventory data to identify which products or services should be marked down, by how much, for how long, and at which locations to help increase inventory turn and boost cash flow.

Tailoring AI in NetSuite to your needs

New features in 2025.1 empower administrators and developers to adapt NetSuite's AI capabilities to the specific requirements of their business. NetSuite Prompt Studio lets admins adjust default Text Enhance actions to better meet their needs. You simply select a record and field, choose a language, and describe what the prompt should do, such as "write an item description in a fun, conversational tone, mentioning the product name." After that, you can adjust the creativity level of the responses. A preview window on the same screen shows sample output so the admin can make any necessary adjustments before finalizing the prompt.

The SuiteScript Generative AI API lets developers add GenAI capabilities to NetSuite extensions and customizations. This API also gives you the ability to build AI-powered SuiteApps that meet the particular needs of your organization.

Learn more about all the updates in NetSuite 2025.1

This is just a summary of some of the game-changing features in NetSuite 2025 Release 1. Read more about what is in the release on our Sneak Peek page or dive deep into the *release notes*. Most importantly, don't forget to request your *Release Preview test account* so you can get hands-on access and see how new features will work with your data, workflows, and customizations.

ORACLE NETSUITE

About Oracle NetSuite

For more than 25 years, Oracle NetSuite has helped organizations grow, scale, and adapt to change. NetSuite provides an integrated system that includes financials / Enterprise Resource Planning (ERP), inventory management, HR, professional services automation and omnichannel commerce, used by more than 37,000 customers in 219 countries and dependent territories.



ERP Integration: Strategies, Implementation, and Best Practices

What is an ERP integration?

ERP integration is the connection of a company's ERP system with other internal or external applications, databases, or platforms that enables seamless data flow between distinct data environments, departments, and third-party systems.

It ensures that all applications are silo-free and function cohesively, ensuring operational agility and consistent data quality across the whole organization.

Common types of ERP integration

CRM

ERP integration with CRM platforms synchronizes customer-related data, including sales pipelines, lead tracking, account management, and customer support interactions—with back-office ERP functions like order processing, invoicing, and inventory management.

This integration typically uses bidirectional API calls or middleware platforms to maintain data consistency and accuracy between the CRM and ERP databases, enabling automated order entry, up-to-date inventory visibility, and accurate customer-related trends forecasting based on consolidated data sources.

HR systems

Integration of ERP systems with Human Resources Information Systems or Human Capital Management platforms involves the synchronization of employee-related data (records, payroll transactions, benefits management, attendance tracking, and more).

This integration reduces administrative overhead, streamlines compliance management, and provides consolidated visibility into workforce productivity and resource allocation.

Article from Priority

Retail

In retail environments, ERP integration connects the ERP software to retail-specific software and hardware (in-store POS systems, eCommerce platforms, and inventory management solutions).

This allows retailers to automatically register and update data on sales and inventory in real time, ensure accurate inventory levels, streamline order fulfillment, and maintain consistent pricing across all sales channels while effectively managing stock, optimizing replenishment, and offering customers a seamless, omnichannel shopping experience.

Inventory and warehouse management

ERP-WMS (or dedicated inventory management applications) integration manages complex data flows such as goods receipt transactions, automated stock replenishment orders, real-time picking lists, and batch processing for inventory reconciliation tasks, enabling warehouse teams to optimize stock management, minimize inventory discrepancies, and streamline logistics operations.

Financial systems

Integration between ERP and financial management systems like accounting software, billing and invoicing solutions, treasury management platforms, or compliance reporting tools consolidates accounting data, invoices, cash flows, and compliance documentation.

Financial ERP integration can help automate processes like invoicing, expense management, and financial reporting, achieve greater accuracy in financial forecasting, cash management, and regulatory reporting, reduce errors, and speed up month-end closing procedures.

Supply chain and logistics

Integrating ERP with supply chain and logistics software (SCM) creates real-time visibility across purchasing, supplier management, transportation, and delivery processes.

It enhances the tracking of goods, shipment schedules, supplier performance, and procurement activities.

Real-time integration with SCM systems enables full visibility into each part of the supply chain, allowing businesses to react rapidly to potential disruptions or changing market conditions. This helps minimize supply chain delays and significantly lower inventory costs.

> "ERP integration is the connection of a company's ERP system with other internal or external applications, databases, or platforms that enables seamless data flow between distinct data environments, departments, and third-party systems."

5 methods of ERP integration

Choosing the right integration method for every infrastructure directly affects the business' efficiency, scalability, and cost management capabilities.

The following section will examine five common ERP integration methods, highlighting their technical characteristics and implications.

Point-to-point integration

Point-to-point integration is the most straightforward method – directly connecting two systems together through custom-developed scripts or DB queries.

This often involves writing code to extract data from one application's database or API, transforming it as required, and loading it directly into another system via ODBC/ JDBC, direct database connections, or file transfers over FTP or shared locations.

This is practical when handling a limited number of integrations like connecting your ERP to an inventory management tool.

However, with each additional system, you would have to develop new specific connections, making troubleshooting and future changes cumbersome. So, while point-to-point integration is practical for small-scale setups, it might become unsustainable in more complex environments.

Middleware

Middleware solutions (like message brokers or ESB) serve as an intermediary layer between the ERP and other apps, like a translator or mediator, handling data transformation processes, protocol conversions, and message queuing.

This method translates data formats and manages message flows- allowing diverse, both legacy and modern systems to communicate with each other. This method offers greater flexibility in adding, updating, or replacing systems without extensive re-coding.

API

API integration, today's the most common one, provides standardized interfaces (defined rulesets) that pre-define how applications communicate and exchange data securely in real-time.

Application Programming Interfaces like RESTful APIs (JSON-based and stateless) or SOAP APIs (XML-based with more rigid standards) offer developers finer control, robust error handling capabilities, and an easier, cleaner approach to integration that only requires managing standardized API connections rather than custom-built ones.

> "ERP integration enables seamless, automated communication and data transfer between separate apps and tools within a company's tech stack, and when systems like accounting, supply chain management, inventory, and sales are connected, the instant data synchronization eliminates the need for manual input and repetitive tasks."

Cloud base integration infrastructure

Cloud-based ERP integration leverages cloud infrastructure (cloud-based services like webhooks, cloud storage buckets, and message queues) to connect an ERP solution with cloud or on-prem systems rather than physical infrastructure.

Cloud providers often offer built-in connectors, APIs, and adapters, facilitating quick setup and reliable data transfer.

Cloud integrations enable rapid scalability- you can quickly add or remove applications and expand data flows as needed without worrying about hardware limitations or maintenance overhead.

It offers lower latency, increased reliability, improved disaster recovery, and reduces the need to manage integrations in-house – this is ideal if your organization already uses cloud services.

iPaaS

Integration Platform as a Service, or iPaaS, is a complete, cloud-hosted integration environment designed for simplifying complex integrations – a toolkit offered as an online service, complete with graphical interfaces, pre-built connectors, and workflow automation tools that allow you to visually map data flows, configure connectors, and orchestrate integrations.

iPaaS solutions typically provide real-time monitoring, alerts, and built-in security features, significantly speeding up integration deployment.

Which ERP integration method is right for your business?

When deciding on the right ERP integration method (or methods) for your business, it's critical to assess your current infrastructure, system complexity, scalability needs, and IT capacity.

Selecting an ERP integration method depends heavily on the specifics of current infrastructure, system complexity, scalability needs, IT capacity., and how frequently your integration needs change. Consider factors like existing technology stacks, the technical proficiency of your internal developers, budget constraints, and future plans.

A small IT team comfortable writing custom scripts or direct database interfaces might prefer simpler integrations, while larger organizations or rapidly evolving businesses dealing with extensive application portfolios would benefit from standardized methods like APIs or dedicated integration platforms.

Some integration methods offer superior controls and audit capabilities for data governance and security.

> "ERP integration means consolidating previously siloed data into a unified view that gives users immediate access to consistent, accurate, and comprehensive information across multiple applications, enabling data aggregation in real-time dashboards or reporting platforms."

Benefits of ERP integration

Operational efficiency improvements

ERP integration enables seamless, automated communication and data transfer between separate apps and tools within a company's tech stack, and when systems like accounting, supply chain management, inventory, and sales are connected, the instant data synchronization eliminates the need for manual input and repetitive tasks.

Real-time event triggers, like automatic inventory updates right after a purchase order, help speed up workflows – reduce hold-ups in operations, and increase efficiency, allowing IT teams to move away from maintenance and focus more on improving processes.

> "ERP integration improves customer-facing processes by providing accurate, real-time data flows between ERP modules and customer-related systems."

Enhanced data visibility

ERP integration means consolidating previously siloed data into a unified view that gives users immediate access to consistent, accurate, and comprehensive information across multiple applications, enabling data aggregation in real-time dashboards or reporting platforms.

Reduced errors and data duplication

Without integration, IT teams typically manage many disconnected databases, which leads to discrepancies, redundant data storage costs, and synchronization issues. ERP integration substantially reduces the potential for human error, prevents data corruption, and ensures consistent records throughout an organization – addressing one of the core "textbook" IT challenges.

Customer experience enhancements

ERP integration improves customer-facing processes by providing accurate- real-time data flows between ERP modules and customer-related systems.

When integration is correctly executed, customer service representatives can gain instant access to relevant transactional data, inventory statuses, and past interactions without toggling between systems or manually verifying information.

Improved collaboration

ERP Integration with other business systems creates a unified data exchange process across different functional areas, breaking down departmental information barriers and ensuring data is consistently updated across diverse organizational applications. This reduces misalignment and facilitates coordinated workflows, enabling business teams to efficiently collaborate on complex, cross-functional tasks.

Better mobility and connectivity

Cloud-based or API-driven integrations allow mobile/remote applications to access centralized ERP data through secure gateways, offering remote employees and field teams with real-time visibility into operational systems and access to enterprise data, enabling functions like remote inventory checks, on-the-go approvals, or sales order management.

Cost savings

By removing repetitive data-entry tasks and automating data exchanges through integrated platforms, IT departments cut down significantly on time and resources spent troubleshooting errors, maintaining disconnected databases, or managing inefficient manual reconciliations. This translates into reduced infrastructure costs and lower expeses related to compliance and auditing overhead.

> "By removing repetitive data-entry tasks and automating data exchanges through integrated platforms, IT departments cut down significantly on time and resources spent troubleshooting errors, maintaining disconnected databases, or managing inefficient manual reconciliations."

Common ERP integration challenges

System compatibility and legacy software limitations

Inconsistent structure for different systems or apps is a common scenario, especially when trying to integrate with legacy software.

Older proprietary systems frequently deploy outdated data structures, custom-built interfaces and databases, or obsolete protocols that aren't directly compatible with modern standard integration tools and methods.

This usually requires extensive reverse engineering, custom adapter development, or middle layers to translate legacy data formats into modern standards, which demands a deep understanding of older technologies and often introduces extra maintenance costs.

Data standardization and formatting

ERP integration requires consistent data formats across all participating applications, yet businesses often have multiple independently developed systems with differing schemas and conventions. Variations in data types, naming conventions, field definitions, encoding methods, or measurement units complicate automated data mapping.

Data normalization, transformation rules, and rigorous validation logic are essential for converting disparate formats into unified datasets. Devs must use sophisticated ETL workflows, integration tools with advanced mapping capabilities, or custom code to standardize and align data structures to ensure data accuracy and reliability post-integration.

Integration complexity

The multiple interconnected components, varying integration patterns, processing needs, and heterogeneous platforms involved all make ERP integration inherently complex.

This necessitates implementing comprehensive logging, automated error detection, and advanced monitoring solutions capable of quickly isolating and troubleshooting integration failures, and IT teams must carefully manage integration dependencies to avoid cascading failures across interdependent applications, demanding thoughtful integration architecture planning and robust middleware configuration.

Vendor compatibility

Multiple vendor-supplied systems might present technical issues resulting from the different methods each vendor uses to build its systems (e.g., different APIs, documentation styles, security methods, or communication standards).

In these cases, IT teams have to carefully study each vendor's integration details, thoroughly test how these systems "talk to each other", and sometimes, even create custom code to "manually" bridge the gaps.

How Priority ERP can help

Priority ERP offers native connectivity features that simplify integration. Its open architecture ensures compatibility with a wide range of third-party systems, allowing for flexible and standardized API-based integrations.

This reduces the need for extensive custom coding or middleware. With built-in data standardization tools, real-time synchronization, and seamless communication capabilities, Priority ERP significantly minimizes integration implementation time, ensuring optimal connections between all your business systems.

About Priority

Priority is a versatile and highly scalable, AWS-based, native cloud ERP platform, catering to businesses of all sizes. As a flexible and open ERP platform, companies can quickly adapt to evolving business needs and seamlessly integrate the platform with other business management systems. With a powerful and user-friendly UI, users can personalize the system and create mobile apps, web portals and business processes without any coding. Powered by AI, it offers process automations, recommendations, and optimization algorithms. With several decades of development and innovation, Priority stands out as one of the most comprehensive ERP platforms available. It supports an impressive array of in-depth functionalities, covering financials, CRM and sales, supply chain management, manufacturing, distribution, customer service, project management, warehouse management, equipment rental, business intelligence, intelligent workflows, mobile app generation and more.



Article from Priority



Bring Your Own Identity: SAP's Strategic Transformation of Identity and Authentication Management

Bring your own identity (BYOI) is an innovative transformation designed to enhance interactions with SAP's digital platforms. Our vision is to enable straightforward digital interactions and processes for customers from their initial contact to known user status, consistent across all digital touchpoints and cloud products.

This approach will be implemented without the constraints of scaling, performance, compliance, and security issues inherent in legacy identity management systems.

Customers and partners adopting BYOI will gain complete control over user management, ensuring smooth integration and increased security. They can tailor identity and access management setups to their specific needs while ensuring compliance and mitigating risks of data breaches in a cloud-ready environment.

This initiative represents a strategic enhancement designed to improve interactions with SAP's digital platforms by allowing customers and partners to connect their corporate identity providers with SAP. Our development teams are actively working on its implementation to make authentication more efficient across all SAP touchpoints.

To facilitate this transition, we are optimizing our identity and access management systems for seamless registration and integration of corporate identity providers. This will enable customers and partners to use their existing corporate credentials, providing unified access to both corporate applications and the SAP ecosystem.

> "Our vision is to enable straightforward digital interactions and processes for customers from their initial contact to known user status, consistent across all digital touchpoints and cloud products."

We are undertaking these comprehensive changes to meet the growing expectations of our customers and partners for a modern, secure, and cohesive digital experience with SAP. This effort is crucial not only to ensure up-to-date security, but also to provide smooth user interactions and build trust across our digital platforms. The goal is for customer identities to be onboarded once and utilized across all SAP products and digital services, enabling secure and compliant management of authorizations.

Implementing BYOI is a detailed process. To ensure a smooth transition, we are planning a pilot phase with a selected group of pilot customers starting in the third quarter of 2025. Following the pilot, we will aim for a global rollout later in 2026. This phased approach will help refine and perfect the system to better meet the needs of all users worldwide.

The target audience for the global rollout includes all customers and partners equipped with their own corporate identity provider and prepared to embrace BYOI.

Join an *SAP Continuous Influence program session here* to share detailed ideas and requirements on BYOI, S-user management, and SAP Universal ID, ensuring clarity and effective review by SAP (an S-user is required to submit improvement requests).

About SAP

As a global leader in enterprise applications and business AI, SAP stands at the nexus of business and technology. For over 50 years, organizations have trusted SAP to bring out their best by uniting business-critical operations spanning finance, procurement, HR, supply chain, and customer experience. For more information, visit www.sap.com.



Article from SAP



Enterprise AI for an A2A Ecosystem

Prof. Mohanbir Sawhney shared deep insights into the application of enterprise AI across organizations, more specifically for the marketing function.

Enterprise AI is the integration of artificial intelligence and its manifestations in an organization's day-to-day operations, across departments and functions. It is important for enterprises that invest in AI to realize the benefits of the technology. Satya Nadella recently spoke about AI not reaching what he called its 'Excel moment', when it is an industrial revolution, offering a significant jump in productivity for users. The recent Infosys AI Business Value Radar 2025 *study* reported 20% of AI deployments delivering on all their expectations.



Article by
Prof. Mohanbir Sawhney,
McCormick Foundation Professor,
Kellogg School of Management,
Northwestern University

According to Prof. Sawhney, organizations should make a distinction between the adoption of traditional AI/ML, and the more recent generative AI and agentic AI. Traditional AI/ML applications have been around for decades, are mature, and have proved their worth in specific use cases – fraud detection, anti-money laundering, credit scoring, in financial services for example. There is no human interaction. Domains like supply chain management, algorithmic trading, and IoT with machine-to-machine interactions with interoperability will be good examples for traditional AI/ML.

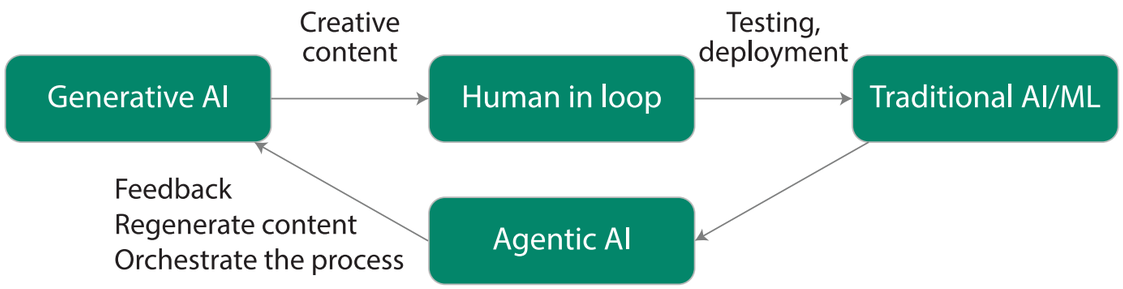
Generative AI excels when there is a human at the end of the AI value chain: customer care, HR interacting with employees, or sales. User interaction or UI is a unique aspect of generative AI. Departments like HR, training, marketing, sales, legal with intensive human interaction will see impactful implementations of generative AI – both for internal and for external or customer-facing workflows. The Infosys AI Business Value Radar reported marketing as the second most popular category of use cases for enterprise AI adoption, following IT.

> "Generative AI excels when there is a human at the end of the AI value chain. User interaction or UI is a unique aspect of generative AI."

An agentic AI framework: Agentic AI has more broader use cases and can talk to other agents, systems, humans, machines, and work autonomously. Agents are domain and industry specific. Industry-specific domain knowledge and legal and tax regulations will be important to implement agents and their workflows. Some industries instead of functions will be early adopters with a vertical focus: financial services, healthcare, retail, tax. Libraries of prompts and agents will be built. Industry-specific agentic frameworks and libraries will see more development and adoption.

Agentic AI is a logical evolution of generative AI. In marketing for example, AI can manage the marketing operations or specifically the lifecycle of a campaign as an example. Creative multimodal content will be generated using generative AI, tested and deployed with traditional AI, and a closed loop implemented to connect feedback, regenerate new content, and orchestrate the entire process with agentic AI. This will evolve into an autonomous marketing framework with human oversight.

A framework for autonomous agentic AI



Some risks such as hallucination with generative AI hold back companies. Agentic AI can address such risks with a human in the loop and explainability but have new challenges such as trust. Data in motion between agents should be secure. An agent receiving a data packet from another agent should ensure stewardship of the data.

The true promise of agentic AI will be unlocked when we have inter-enterprise agents talking to each other across organizational boundaries, eventually transforming into an agentic ecosystem. A buyer agent in a car making company needs to handshake with a seller agent in a steel maker, conduct a reverse auction, and negotiate a deal. For the two agents to talk to each other, they must know and follow each other's governance frameworks. New levels of governance mechanisms and standards need to be put in place and this will take time.

Article by Prof. Mohanbir Sawhney

> “The true promise of agentic AI will be unlocked when we have inter-enterprise agents talking to each other, eventually transforming into an agentic ecosystem.”

Organizations must transform themselves before implementing enterprise AI. Infosys reported such use cases as most successful. However. Prof. Sawhney spoke about the current focus of agentic AI being at a task level. Among the 7Ps of marketing i.e. product, pricing, promotion, place, people, packaging, and process, the human element or people will see most impact positively. New roles such as an autonomous journey mapper and prompt designers will come up.

Enterprise AI is usually implemented as projects. Infosys reported *product-centricity* with a focus on delivering value to customers as having the most impact for companies. Prof. Sawhney’s point-of-view is that enterprise AI will start as projects and evolve into products, with companies developing their library of prompts and agents, with continuous improvement and increasing complexity for better business impact.

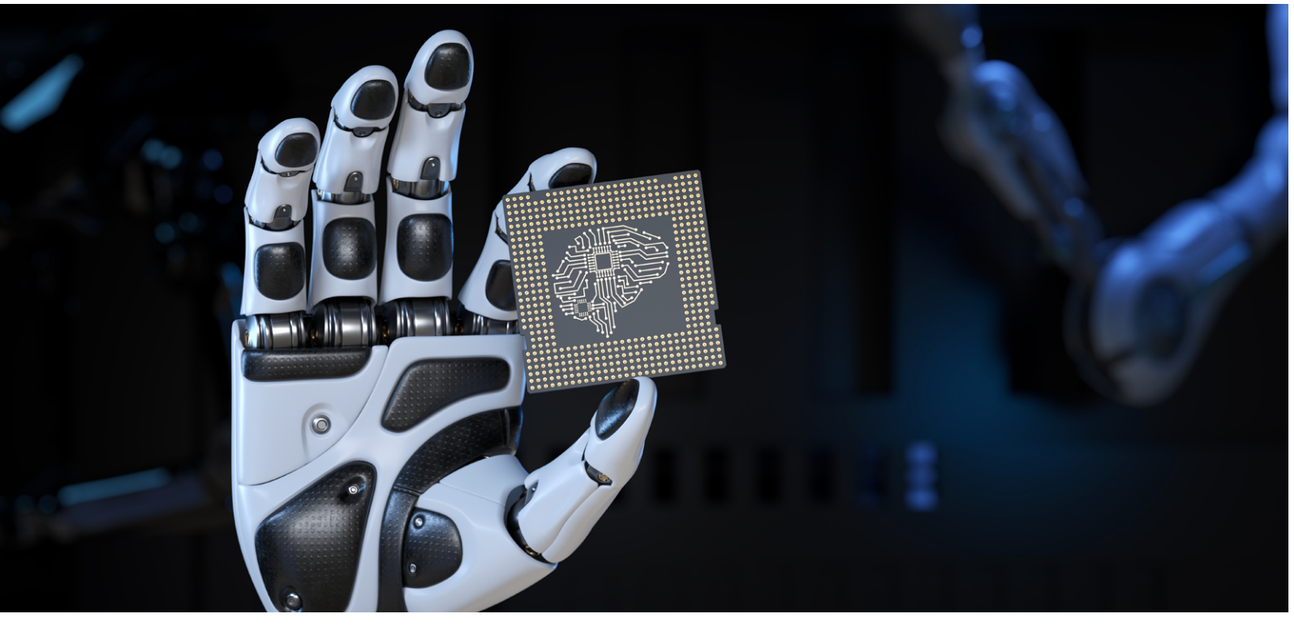
About Prof. Mohanbir Sawhney

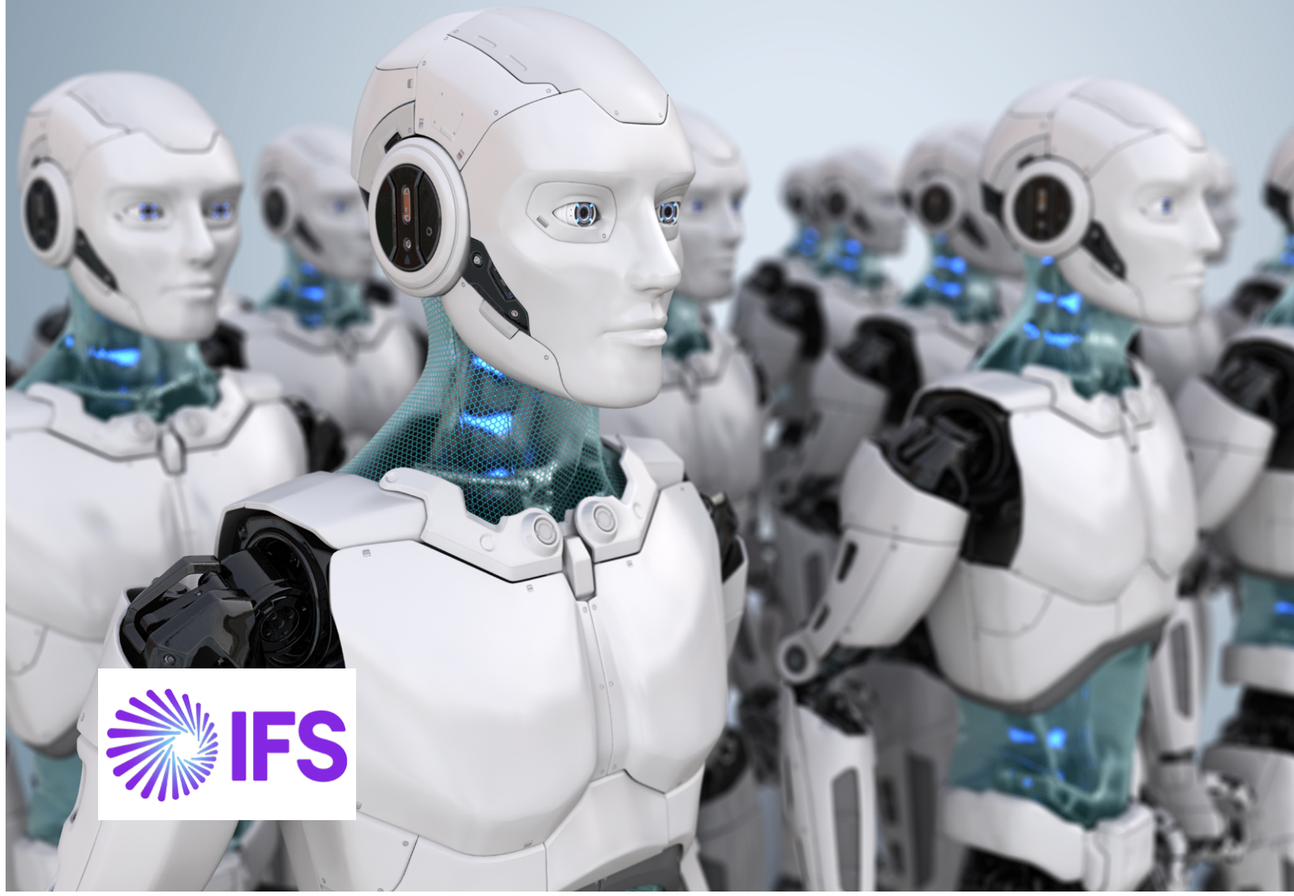
Prof. Mohanbir Sawhney, McCormick Foundation Professor, Kellogg School of Management, Northwestern University recently visited Infosys Bangalore. He shared deep and valuable insights for adopting enterprise AI and its diverse manifestations. He spoke about how organizations can realize value from the technology and eventually transform into agent-to-agent or an autonomous A2A ecosystem.

About Infosys

Infosys is a global leader in next-generation digital services and consulting. Over 300,000 of our people work to amplify human potential and create the next opportunity for people, businesses and communities. We enable clients in more than 56 countries to navigate their digital transformation. With over four decades of experience in managing the systems and workings of global enterprises, we expertly steer clients, as they navigate their digital transformation powered by cloud and AI. We enable them with an AI-first core, empower the business with agile digital at scale and drive continuous improvement with always-on learning through the transfer of digital skills, expertise, and ideas from our innovation ecosystem. We are deeply committed to being a well-governed, environmentally sustainable organization where diverse talent thrives in an inclusive workplace.

Visit www.infosys.com to see how Infosys (NSE, BSE, NYSE: INFY) can help your enterprise navigate your next.





Service at the Speed of Conversation: Transforming Field Service with Industrial AI

AI has taken the world by storm, touching nearly every aspect of our lives, however at IFS, we are pioneering the concept of Industrial AI—embedding AI into business solutions to enhance operations and drive real-time decision-making.

In a recent discussion with Michael Potts, Executive Vice President of ACCO Engineered Systems, we explored five key trends shaping the future of service management.

Service at the Speed of Conversation

The expectation for real-time interactions has never been higher. Consumers have become accustomed to instant responses when booking a cab or ordering food, driving businesses to demand the same level of immediacy from their service providers. Industrial AI is making this possible by eliminating traditional service bottlenecks. With agentic AI—AI that doesn’t just suggest responses but actively



Article by
Mark Brewer,
Vice President, Service Industries

Article by Mark Brewer

makes decisions—organizations can provide immediate scheduling, automated status updates, and real-time customer interactions without human intervention.

Michael Potts emphasized this shift, stating, "In our day-to-day lives, we're utilizing AI without even realizing it. Our customers now expect real-time responses, and businesses that don't adapt will lag behind." This technology enables customers to book service appointments, track technicians, and receive pricing information 24/7, transforming both the customer experience (CX) and the employee experience (EX).

> "Our customers now expect real-time responses, and businesses that don't adapt will lag behind."
>
> - Michael Potts,
> Executive Vice President of
> ACCO Engineered Systems

A New Workforce Model: Contingent and Flexible Workers

The service industry faces a growing challenge: attracting and retaining skilled workers. The workforce expectations have shifted dramatically, with employees seeking greater flexibility in their careers. To address this, organizations must leverage diverse labor pools, such as gig workers, part-time professionals, and those balancing work with personal commitments.

Potts shared his perspective on this shift: "Our employees don't want to work in the same company for 40 years anymore. They want to learn new skills and move on, so we have to rethink how we recruit and retain talent." At IFS, we enable businesses to integrate these workers seamlessly through Planning and Scheduling Optimization (PSO) technology, which dynamically matches available workforce resources with demand in real time. This innovation not only helps companies stay agile but also promotes diversity, equity, and inclusion by accommodating a wider range of workers.

Fully Autonomous Scheduling: Democratizing Workforce Management

Scheduling in field service has long been a complex challenge. Companies must balance customer service level agreements (SLAs), travel time, fuel consumption, and workforce availability. Traditionally, managing these trade-offs required extensive manual intervention. Industrial AI is changing this paradigm with fully autonomous scheduling.

Potts strongly supports this transformation, explaining, "Our resources are our most valuable asset, and autonomous scheduling is the only way we can continue to meet our customers' evolving expectations. If you're not embracing these tools, you're falling behind." AI-driven scheduling solutions learn from past performance, adjust real-time priorities, and optimize workforce deployment to maximize efficiency and meet customer expectations.

AI-Generated Knowledge: The Rise of Self-Writing Knowledge Articles

Knowledge management is critical in field service, yet it remains a significant challenge. Industrial AI is revolutionizing knowledge retention by allowing AI to generate knowledge articles based on real-world technician interactions. Instead of manually documenting best practices, AI-driven systems can analyze technician notes, service records, and diagnostic data to automatically create, refine, and distribute knowledge articles.

Potts underscored the importance of AI-driven knowledge sharing: "We don't have to send our most experienced technicians to every call anymore. If knowledge is at our employees' fingertips, we can utilize our workforce in a much smarter way." AI-generated insights can also guide predictive maintenance strategies, reducing unnecessary service calls and improving asset uptime.

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>
> - Michael Potts,
> Executive Vice President of
> ACCO Engineered Systems

Every Asset Becomes an Intelligent Agent

The final frontier of Industrial AI is embedding intelligence directly into assets themselves. With the proliferation of IoT sensors and real-time data analytics, assets can now monitor their own health, detect anomalies, and even schedule service before a failure occurs. Through time-series forecasting, AI can analyze patterns of degradation, enabling businesses to transition from reactive to predictive and prescriptive maintenance models.

Potts highlighted the industry shift: "If our customers don't even realize we're there, then we're doing our job right. Asset intelligence allows us to minimize disruptions and keep equipment running without unnecessary interventions." In the future, customers may receive real-time notifications from their equipment, alerting them to maintenance needs and offering self-service scheduling options. This approach deepens the relationship between service providers and customers, shifting from reactive repairs to proactive partnerships.

The Future of Industrial AI in Service Management

Industrial AI is no longer a futuristic concept—it is a present-day reality transforming service management. From real-time scheduling to AI-driven knowledge generation and predictive maintenance, these innovations are redefining what it means to deliver exceptional service. As Michael Potts highlighted in our discussion, "Businesses that fail to embrace these technologies risk falling behind their competition." By integrating AI into their operations, service providers can meet rising customer expectations, optimize their workforce, and create new value in their industries.

For those looking to dive deeper into these trends, watch *our recent webinar* to see how ACCO Engineered Systems is putting these concepts into practice. You can also explore the impact of Industrial AI on service management in our *eBook*, and discover what's ahead in the *IFS Service Industry Predictions blog.*

The journey towards AI-driven service excellence is just beginning, and the organizations that adapt today will lead the industry tomorrow.

About Mark Brewer

Vice President for the Service Industry, Mark has been helping organizations drive business transformation for over 20 years. From bringing Service Lifecycle Management solutions to market with Servigistics to introducing Connected FSM to the marketplace with PTC. Mark has worked with some of the world's largest service organizations including Coca Cola, Dell, GE Healthcare and ThyssenKrupp. In March 2017, Mark was named as one of the most influential people in field service by Field Service News.



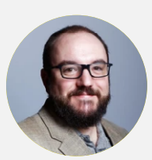
Article by Mark Brewer



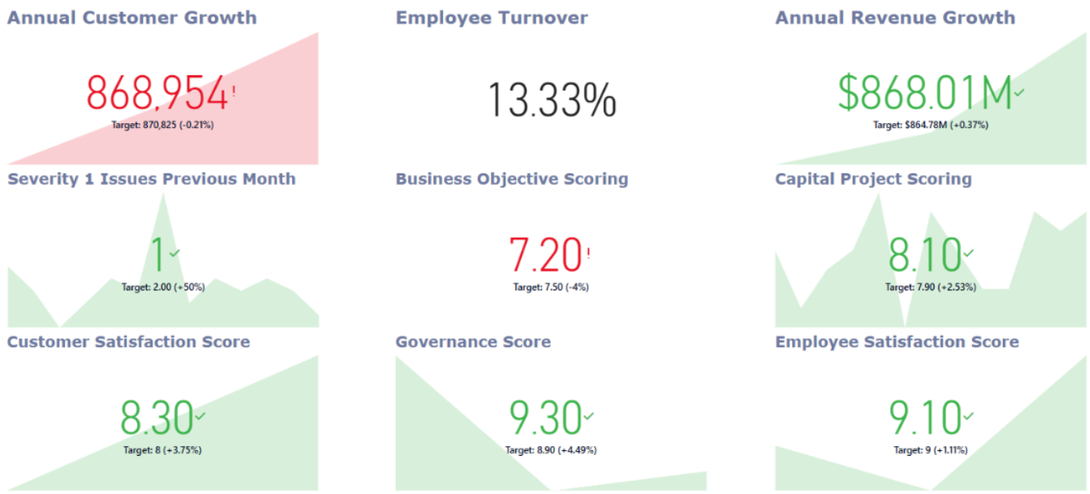
Give Your Enterprise Performance Management a Boost with Automated Scoring

In today's fast-paced and data-driven business environment, staying ahead requires continuous refinement and evaluation of your enterprise performance management (EPM).

One of the most groundbreaking advancements in this area is automated scoring. This technology is reshaping how businesses manage performance metrics by delivering timely and relevant assessments of their processes.



Article by
Kevin Clemons,
Data Architect | Utilities Practice
Analytics & Reporting Lead
delaware



In this example of an Enterprise Insight Hub dashboard, there are KPI tiles for every major functional area of the business. This one dashboard can provide a launchpad to drilldown into the each business area for more detailed metrics and KPIs to make it easier for leadership to navigate the dashboards and reports.

Using advanced analytics techniques, it is easy to setup an automated dashboard to give executive leadership insights to improve decision making and gain a competitive edge. A centralized data fabric enables automated AI and machine learning to generate scores for KPIs like business objective scoring, capital project scoring, and governance scoring.

Harnessing Advanced Algorithms and Machine Learning

Automated scoring employs advanced algorithms and machine learning techniques to analyze performance data effectively. It surpasses traditional analysis by collecting and interpreting data to predict trends, identify weaknesses, and propose actionable improvements. This enables decision-makers to see and understand their operational landscapes more deeply.

Improving Efficiency and Strategic Decision-Making

The integration of automated scoring in EPM systems translates into enhanced efficiency. Tasks that traditionally required hours of manpower are now accomplished in minutes. This swift feedback loop enables businesses to react more agilely to market changes and internal dynamics. Moreover, it supports strategic growth initiatives by providing a solid data foundation to propel innovation and optimization efforts.

Maintaining a Competitive Edge

In the competitive digital arena, adapting and improving are key. Automated scoring allows enterprises to continuously refine their strategies based on real-time insights. This not only helps maintain operational excellence but also ensures sustainability by allowing companies to stay relevant and responsive to changing market demands.

Partner with delaware for Expert-Led Innovation

As experts in digital transformation and SAP technology, delaware understands the nuances of integrating advanced technology into complex business environments. Our approach is tailored to each client, ensuring that tools are seamlessly integrated and aligned with strategic business objectives. With delaware, you gain more than just a technology provider; you gain a partner who is committed to your long-term success and equipped to help you realize the full potential of your technology.

To learn more from our expert, Kevin Clemons, connect with him on *LinkedIn.*



How to Mitigate and Manage Supply Chain Disruptions in Life Sciences

Can You Prevent Supply Chain Disruptions in Life Sciences?

Supply chain disruptions in the life sciences industry can have serious consequences. While it's impossible to eliminate all risks, companies and the industry at large can take proactive steps to minimize disruptions and improve supply chain resilience.

The Biggest Supply Chain Challenges in Life Sciences

The biggest supply chain challenges for life sciences are:

1. Raw material and component shortages
2. Demand volatility and Over-Reliance on Few Suppliers
3. Regulatory and Trade Requirements
4. Economic and Policy Volatility

Material Shortages and Long Lead Times in Pharmaceuticals
Global raw material shortages and extended lead times for critical components create bottlenecks for drug and medical device manufacturers, impacting production schedules and patient access to vital treatments. This is compounded by the fact that many raw materials are sourced from a limited number of suppliers and regions. Beyond the well-documented API sourcing problems, shortages in excipients, packaging materials (including vials and syringes), and electronic components for medical devices also contribute to delays.



Article by
Robyn Coward,
Life Sciences Director, QAD

To mitigate the impact of material shortages and long lead times in pharmaceuticals, life sciences companies must adopt a multi-faceted approach. This includes strategic dual sourcing and regionalization, implementing optimized inventory buffers, engaging in early supplier involvement, and establishing contractual agreements with clear lead time clauses. Leveraging technology for real-time tracking and exploring material substitutions are also crucial. Proactive communication and agile manufacturing further enhance resilience. By implementing these strategies, companies can better navigate supply chain disruptions.

Here are areas of opportunity that look at the hidden costs and visibility challenges life sciences today:

Demand Volatility and Over-Reliance on Few Suppliers

Reliance on active pharmaceutical ingredients (APIs) manufacturers concentrated in regions such as China and India exposes pharmaceutical companies to significant geopolitical risks. This is a sobering reality for countries like the US, where *91% of all prescriptions are for generic drugs*, with 83 of the 100 most used generic medicines having no domestic source for their ingredients.

Fluctuating demand for life-saving drugs can strain production capacity and inventory levels. Balancing inventory to avoid stock-outs against maintaining too much safety stock is especially a challenge. Miscalculations regarding the amounts and locations of inventory and raw materials needed present one of the most significant risks to a life science firm's profitability.

Regulatory and Trade Compliance Barriers

Strict regulatory requirements for pharmaceuticals and medical devices imposed in various regions add complexity to global supply chains. Tariffs varying by country, export controls, and evolving compliance rules and restricted zones create additional hurdles for manufacturers.

Economic and Policy Volatility

The impact of trade wars, political unrest between nations, and policy upheavals will ultimately be reflected in a company's profit margin. Inflation driving higher costs of materials and geographic concentration of sources of needed materials make the financial status of life sciences companies particularly vulnerable to economic volatility. Policies related to trade agreements can be in flux, adding more complexity when adding additional sources to strengthen supply chain resiliency.

> "Supply chain disruptions in the life sciences industry can have serious consequences. While it's impossible to eliminate all risks, companies and the industry at large can take proactive steps to minimize disruptions and improve supply chain resilience."

The Hidden Costs of Supply Chain Disruptions: Symptoms to Watch

Clues that a supply chain is under pressure are many. Trends to watch in the following areas can serve as early warning signs – as well as be the result of a supply chain already under pressure and experiencing bottlenecks:

Increased shipping costs: Unexpected disruptions may alter trade routes causing shipping costs to rise. Pharmaceuticals and biologic products, which have highly specific handling requirements such as maintaining temperature and humidity to avoid product spoilage, have the added burden of ensuring maintenance of these conditions throughout modified routes which may have longer delivery times and even higher transport costs.

Production halts and idle capacity: Not assessing potential risk in advance of disruptions to the flow of components or material alternative sources can lead to work stoppage and financial loss.

Regulatory fines and compliance issues: Not having an efficient way to screen, onboard, and routinely monitor performance of suppliers as you increase the number of suppliers to mitigate the impact of future supply chain disruption occurring with a single supplier or region, can cause delays in discovering and identifying compliance and quality issues. This can lead to financial loss due to fines, expensive recalls, and reputation damage.

Poor Supply Chain Visibility and the Lack of Real-Time Data

Limited end-to-end visibility makes it difficult to anticipate and react to disruptions. Lack of real-time tracking and analytics gaps can hinder proactive decision making.

According to a *Gartner study*, 77% of companies stated that their supply chains give them a competitive advantage, but the percentage drops to 69% in life sciences. The life sciences industry has work to do to catch up to other industries in addressing challenges and achieving competitive advantage.

Inefficient Inventory Management and Forecasting

Inaccurate *demand forecasting* leads to stock shortages or overproduction. Inefficient inventory tracking causes supply imbalances and waste. Demand forecasting becomes especially crucial during times of great demand volatility.

> "To mitigate the impact of material shortages and long lead times in pharmaceuticals, life sciences companies must adopt a multi-faceted approach. This includes strategic dual sourcing and regionalization, implementing optimized inventory buffers, engaging in early supplier involvement, and establishing contractual agreements with clear lead time clauses."

Proven Strategies to Strengthen Life Sciences Supply Chains

Increasing end-to-end visibility of the supply chain is the number one way to significantly enhance the resiliency of the supply chain. What can't be seen, can't be managed.

Here are two hacks that life sciences firms can use to significantly strengthen their supply chains and reap benefits in a relatively short time:

1. ***Adopt digital tools to address demand volatility, and better manage inventory costs.*** QAD Digital Supply Chain Planning will more rapidly and more accurately help life sciences companies understand future demand, balance supply with demand, and boost supply chain resilience. It incorporates intelligent algorithmic methods and machine learning that can be applied to improve accuracy downstream to improve visibility – and profitability.

2. ***Diversify suppliers and improve collaboration to build stronger and more agile networks***. Communication and collaboration with suppliers is absolutely critical in the current environment. Make it easier to onboard and communicate with new suppliers as you expand and diversify your supplier network using digital QAD Supplier Management tools. Use QAD's "*24 Essential Supply Chain Processes*" as a guide and request a supply chain assessment.

At the industry level, transitioning from reliance on a global, interconnected network of suppliers to development of more local sources may not happen overnight, however, there are initiatives to support the creation of local sources and "near-shoring". Collaborate with organizations leading industry initiatives and conferences supporting life sciences and general supply chain resiliency, and the development of local sources. Here are a few to explore:

International

- *Home | USAID Global Health Supply Chain Program*
- *AIMS International (A firm helping European companies establish API production in the US)*

International/U.S.A

- *R&D Sourcing in Pharma Conference*
- *Best Practices in Supply Chain Resiliency and Quality Working Group* (for Medical Devices)
- *Gartner Supply Chain Symposium/Xpo™ 2025 in Orlando, FL*
- *API Innovation Center*

Three states in the U.S.A. are leading in the effort to convert underutilized manufacturing capacity into producers of APIs: Virginia, Iowa and Missouri.

> "Increasing end-to-end visibility of the supply chain is the number one way to significantly enhance the resiliency of the supply chain. What can't be seen, can't be managed."

AI-Powered Demand Planning and Risk Mitigation

AI-driven analytics improve forecasting accuracy to aid in optimizing inventory levels.

For instance, predictive modeling identifies potential risks before they become critical disruptions. *QAD Digital Supply Chain Planning incorporates AI*, machine learning and the ability to simulate various scenarios for proactive planning.

By analyzing external purchasing data and external factors, demand surges can be predicted so that life sciences firms can take proactive action.

Demand forecasting isn't the only area where AI can propel supply chain visibility. *Process Intelligence*, enabling a real-time view of actual business processes and deviations that occur when business conditions change is leading-edge process and data mining technology.

How ERP and Supply Chain Management Software Reduce Risk

ERP software centralizes data and supports the enhancement of *supply chain management* and visibility. Automated tracking and compliance monitoring can help to ensure regulatory adherence and operational efficiency.

Life Sciences Firm Leverages Digital Supply Chain Planning with AI to Improve Inventory Management

ExpanScience, a producer of dermatologic products, implemented the QAD Digital Supply Chain Planning (DSCP) solution which resulted in better inventory management – which in turn, had the net effect of improving inventory cost control. The analysis ExpanScience was able to perform with QAD DSCP was so beneficial that the analysis became part of the company's annual strategic financial planning process.

See how ExpanScience optimizes their supply chain with QAD Digital Supply Chain Planning (DSCP) and how QAD DSCP enhances integration, collaboration and efficiency across operations and ExpanScience departments.

About Robyn Coward

Robyn Coward is the Life Sciences Director at QAD. With 21 years of experience in product commercialization, Robyn has spent the last 11 years focused on the global life sciences markets, particularly in the imaging, laboratory diagnostics, and healthcare IT segments. In her role, Robyn monitors and reports on the trends impacting QAD's life sciences customers. She is a member of several industry organizations including the Medical Device Contract Manufacturing Trends Group, Life Sciences Technology and Compliance Group, and the Healthcare Businesswomen's Association. Robyn also participates in various Biocom Institute activities, and enjoys residing in the San Francisco Bay area, one of the world's top hubs for biotechnology, pharmaceutical and medical device development and manufacturing, where she can see exciting and emerging healthcare innovations before they hit the market.



Article by Robyn Coward



GROW with SAP for SMEs: Driving Growth with Public Cloud ERP

SMEs need to adopt cloud-based ERPs

Small and medium-sized enterprises (SMEs) often find themselves at a crossroads during their growth journeys. Manual processes, fragmented data, and outdated systems can stifle progress, limiting their ability to scale efficiently. The question many businesses face is clear but thorny – how do you grow without getting bogged down in operational complexities?

For SMEs looking to stay agile and competitive, the answer increasingly lies in cloud-based enterprise resource planning (ERP). With GROW with SAP, powered by SAP S/4HANA Cloud, SMEs can unlock a powerful toolkit for operational excellence – scaling without the constraints that typically come with legacy systems.

Questions SMEs ask and why GROW with SAP delivers the right answers

The leap to cloud ERP can feel daunting, particularly for SMEs with limited resources or prior experience in large-scale digital transformation. Here are the top questions SMEs ask, along with how GROW with SAP addresses these concerns.

"What will a cloud ERP really cost us?"
Budget is top-of-mind for most SMEs. While traditional on-premise ERP systems come with hefty upfront investments, GROW with SAP uses a predictable, subscription-based model. You only pay for what you use—no hidden infrastructure or maintenance costs. The result? Lower total cost of ownership and more freedom to invest in innovation.

"Will a cloud implementation disrupt our business?
ERP transformations can seem daunting. However, GROW with SAP changes the game with preconfigured best practices, industry-specific templates, and SAP's proven Activate methodology. Thanks to guided onboarding and built-in adoption services, most customers are live in weeks – not months.

"Is the public cloud secure enough for us?
Absolutely. SAP's public cloud offering includes robust, enterprise-grade security: data encryption, multi-factor authentication, and compliance with global standards like GDPR. In fact, many SMEs find that SAP's security measures exceed what their internal systems previously provided.

"For SMEs looking to stay agile and competitive, the answer increasingly lies in cloud-based enterprise resource planning (ERP). With GROW with SAP, powered by SAP S/4HANA Cloud, SMEs can unlock a powerful toolkit for operational excellence – scaling without the constraints that typically come with legacy systems."

Public Cloud isn't a risk. It's a strategy.

Public cloud ERP is a strategic choice for growing businesses seeking to enhance operational efficiency, scalability, and accessibility. The platform can help to reduce costs, improve productivity, and provide the flexibility needed to adapt to changing business conditions. In addition, the enhanced security, integration capabilities, and continuous innovation provided by cloud ERP platforms ensure that your business is well-positioned for your business goals and drive long-term success.

Public Cloud implementation with GROW with SAP

GROW with SAP is built with SMEs in mind. It blends the SAP S/4HANA Cloud, public edition with embedded AI, automation, and SAP Business Technology Platform (BTP). This comprehensive package delivers everything a growing business needs to excel. The solution is designed to eliminate complexity while delivering rapid results:

1. ***Fast implementation:*** Predefined templates and SAP Activate methodology ensure rapid deployment.
2. ***Scalability:*** Easily grow your ERP capabilities as your business expands—add users or markets without disruption.
3. ***Continuous innovation:*** Get automatic updates and access to advanced features, so your business operates at the forefront of technology.
4. ***User-friendly design:*** Role-based dashboards empower employees across departments, from finance to sales, to work efficiently.

Case study: Calca Solutions' journey to the cloud in just 100 days

When Calca Solutions, a growing player in chemical manufacturing, realized its legacy systems were holding back their scalability, they turned to GROW with SAP. Within just 100 days, the company fully transitioned to the SAP S/4HANA Cloud, public edition:

- ***Real-time insights*** into operational performance, enabling better decision-making.
- ***Automated compliance*** for faster, error-free reporting.
- ***Improved agility*** with on-demand access to reliable data.

Case studies like Calca Solutions highlight how SME owners and IT leaders can implement public cloud ERP swiftly, with significant returns on investment.

"GROW with SAP is built with SMEs in mind. It blends the SAP S/4HANA Cloud, public edition with embedded AI, automation, and SAP Business Technology Platform (BTP). This comprehensive package delivers everything a growing business needs to excel."

Let's talk about your growth strategy

Your SME doesn't need a vast IT department or an unlimited budget to thrive with SAP's world-class capabilities. With GROW with SAP and the public cloud, you can simplify operations, scale effectively, and drive continuous innovation – all while keeping costs predictable.

Are you ready to scale smarter and faster with public cloud ERP? Talk to one of our cloud ERP specialists today and take the next step toward a brighter, more agile future.

Article from NTT Data



Why Should SMEs Switch to ERP in 2025?

Running a small or medium-sized enterprise (SME) can be a daunting task. You're juggling multiple responsibilities—managing inventory, handling customer relationships, overseeing finance, and ensuring smooth operations. But what happens when the tools you're using to manage these processes are inefficient, outdated, or disconnected? You end up wasting time, money, and opportunities.

This is where Enterprise Resource Planning (ERP) software comes in. ERP is a powerful solution that integrates all the key functions of your business into one unified system. As 2025 approaches, now is the time for SMEs to consider switching to ERP to streamline operations, reduce costs, and stay competitive in an increasingly digital world. In this article, we'll dive deep into why SMEs should embrace ERP in 2025.

What is ERP, and Why Does It Matter?

In simple terms, ERP (Enterprise Resource Planning) is software that helps businesses manage their core functions—such as accounting, human resources, inventory, supply chain, and customer relationships—by centralizing data and automating processes. Think of it as the backbone of your business operations.

The true power of ERP comes from its integration capabilities. Instead of relying on multiple systems for different aspects of your business, ERP brings everything into a single platform, making it easier to manage and access real-time data. ERP helps businesses of all sizes track and optimize everything from finances and inventory to employee performance and customer satisfaction.

Some of the most important features of ERP systems include:

- ***Customization:*** *ERP Customization* Tailor the system to match your business processes.
- ***Integration:*** Easily integrate your ERP with third-party tools such as eCommerce platforms, payment gateways, CRMs, and more.
- ***Migration:*** Seamlessly transition data from legacy systems without causing disruptions.
- ***Support:*** Ensure continuous performance with *ongoing support* and troubleshooting.
- ***Implementation:*** A step-by-step process to get your ERP up and running smoothly.

Challenges SMEs Face Without ERP

Running a business without an ERP system means relying on outdated methods and disparate software to handle various processes. Unfortunately, this leads to several common challenges that can hurt an SME's productivity, profitability, and growth. Here are the most common struggles SMEs face:

1. Inefficiency and Time Wastage

When you don't have an integrated system, employees often spend hours tracking down data, updating multiple spreadsheets, and managing systems that don't talk to each other. This lack of integration leads to redundancy and wasted time, which could be spent on more valuable tasks.

2. Limited Access to Real-Time Data

Without an ERP system, getting an accurate and up-to-date view of your operations is nearly impossible. You may rely on outdated spreadsheets or multiple software systems that don't sync, which can result in data delays and errors.

3. Difficulty Scaling Operations

As your business grows, managing multiple processes manually becomes more complex and difficult. When systems are not centralized, adding new employees, departments, or processes only increases the chance of mistakes and inefficiencies.

4. High Operational Costs

Manual tasks lead to errors and inefficiencies, which can increase operational costs. For example, a misplaced inventory order or a delayed payment due to human error can result in lost revenue. Without automation, these issues are hard to avoid.

> "ERP systems provide SMEs with the tools to streamline operations, enhance efficiency, and make data-driven decisions, enabling them to compete effectively in the modern business landscape."

Switching to an ERP system addresses these problems by centralizing data, automating processes, and reducing the risk of human error. This shift allows your business to operate more efficiently, with better insight and control.

Key Benefits of ERP for SMEs

The benefits of implementing an ERP system are vast and can fundamentally change the way you operate. Here are some of the key advantages that will transform your SME:

1. Automation and Efficiency

Manual tasks, such as data entry, invoicing, and *inventory management*, are prone to human error and take up valuable time. An ERP system automates these tasks, reducing the chance of mistakes and freeing up your team to focus on more important, value-added activities.

2. Real-Time Data and Insights

With an ERP system, you no longer have to rely on outdated reports or guesswork. ERP provides real-time data access, allowing decision-makers to get accurate insights into operations at any given moment.

3. Scalability for Growth

As your business grows, your needs will evolve. An ERP system is designed to grow with you. It offers scalable solutions that can be customized to meet new business demands, whether that's managing new locations, adding products, or supporting new departments.

4. Simplified Integration with Other Tools

Modern ERP systems, allow for seamless integration with other software tools you may already be using—such as *CRM systems*, payment processors, or eCommerce platforms. This ensures smooth data

Article from Alligator Infosoft

flow between systems, eliminating the need for manual data entry and reducing errors.

5. Cost Savings

While *implementing an ERP system* requires an initial investment, the long-term cost savings are significant. By reducing inefficiencies, cutting down on errors, and improving resource management, an ERP helps you save money in the long run.

Why 2025 is the Right Time to Switch to ERP

With technology constantly evolving, 2025 presents an excellent opportunity for SMEs to make the switch to ERP. Here's why:

1. Affordable Cloud-Based ERP Solutions

Cloud-based ERP systems, have made enterprise-grade solutions accessible to small businesses at an affordable cost. Gone are the days when only large corporations could afford an ERP. Now, SMEs can choose from cost-effective, cloud-based options with flexible pricing.

2. Increasing Demand for Digital Transformation

More businesses are recognizing the importance of digital transformation in staying competitive. In 2025, digital adoption is no longer optional—it's necessary. Switching to ERP allows SMEs to streamline their processes and enhance business efficiency, positioning them for long-term success.

3. Government Incentives for Digital Adoption

Many governments offer incentives and funding for businesses that adopt technology to drive growth. Whether it's tax benefits or digital transformation grants, these incentives make it easier and more affordable for SMEs to implement ERP systems.

4. Technological Advancements in ERP

ERP systems have evolved drastically in the past few years. Modern ERP software now offers easier customization, better integration, and superior automation capabilities. These advancements make ERP systems more user-friendly and efficient, making now the best time to switch.

Which ERP is Best for SMEs?

Choosing the right ERP system for your small or medium-sized enterprise (SME) is important for improving efficiency, reducing costs, and driving growth. With so many ERP solutions available, it's important to find one that's flexible, easy to implement, and equipped with the right features to support your business's unique needs.

"By integrating various business processes into a single platform, ERP solutions help small and medium-sized enterprises reduce manual work, minimize errors, and improve overall productivity."

Top ERP Features Every SME Needs in 2025

- Odoo
- SAP ERP
- Oracle NetSuite
- Microsoft Dynamics 365
- Infor CloudSuite
- Sage Intacct
- Acumatica Cloud ERP
- Epicor ERP
- IFS Applications
- Workday ERP

Essential ERP Features for SMEs

The right ERP system can simplify your operations, streamline processes, and provide valuable insights into your business. Key features like *inventory management*, *customer relationship management (CRM),* and *financial* tracking are essential for SMEs to stay competitive and grow.

This is where *Alligator Infosoft* comes in. With years of experience, we offer ERP solutions designed to fit the unique needs of SMEs. From *development* and *consulting* to *customization, integration*, *migration*, *support*, and *implementation*, we ensure your ERP experience is smooth and effective.

Let Alligator Infosoft support your business with:

- Tailored ERP solutions that fit your specific needs and budget.
- Seamless integration with your existing tools and systems.
- Ongoing support and consulting to maximize your ERP investment.

ALLIGATOR INFOSOFT

Solaris



Supercharge Business Growth: Why ERP Providers Need Embedded Finance in 2025

The Enterprise Resource Planning (ERP) software market is huge. On a global scale, it was already valued at $81.15 billion in 2024 and is projected to expand with a compound annual growth rate of 13.8% until 2032.

Official statistics from the European Union pointed out that in 2023, 43.3% of businesses in the EU used ERP software applications – and this number is growing. This corresponds to a value of the European ERP software market of $19.11 billion at the time of publication.

However, in the rapidly evolving business landscape of Software-as-a-Service providers, ERP vendors face mounting pressure to deliver comprehensive solutions that not only streamline operations but also enhance financial capabilities to keep customers on board.



Article by
Denis Wanke,
Senior Growth Manager, Solaris

Solaris

Article by Denis Wanke

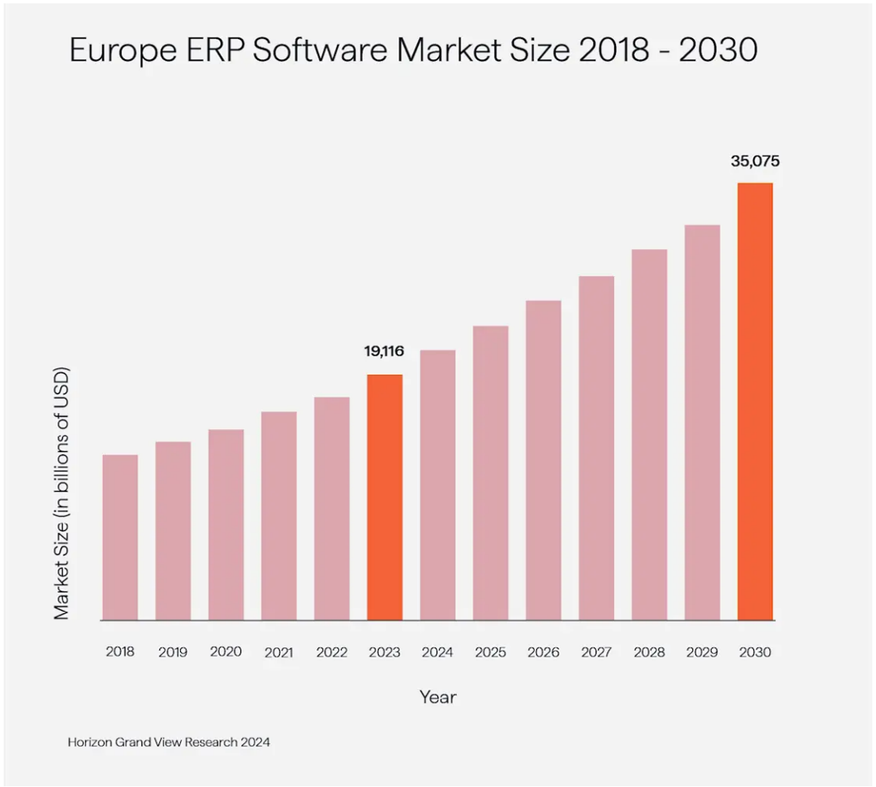
This is especially true for cloud-based ERP vendors serving small and medium-sized enterprises (SMEs) and freelancers, as this target group is known for frequently switching to the software that best suits their needs and offers the lowest pricing.

There is plenty of competition, as ERP applications are the largest software subcategory, making up about *13% of the software market*.

The integration of financial products, like *business bank accounts* or digital B2B payment cards into ERP systems has emerged as a pivotal strategy, offering a seamless fusion of everyday banking services within an existing ERP platform.

This approach not only elevates user experience – boosting productivity and decision-making – but also positions ERP providers at the forefront of market innovation.

With the integration of embedded finance products, *ERP vendors could expect an EBITDA uplift of 20-30%* within a 2-3-year timescale, as research suggests.



Avoid Operational Headaches

SMEs often struggle with the complexity of managing multiple provider relationships for essential financial functions such as accounting, invoicing, banking, expense management, and payroll.

More to the point, *juggling these disparate systems creates inefficiencies*, increases administrative burdens, and leads to errors in financial reporting.

One of the most pressing pain points for SMEs is reconciliation – manually matching transactions across different platforms is time-consuming and prone to mistakes.

By using banking services directly integrated into their ERP system of choice, SMEs can automate reconciliation, streamline operations, and eliminate the need for multiple logins and data transfers.

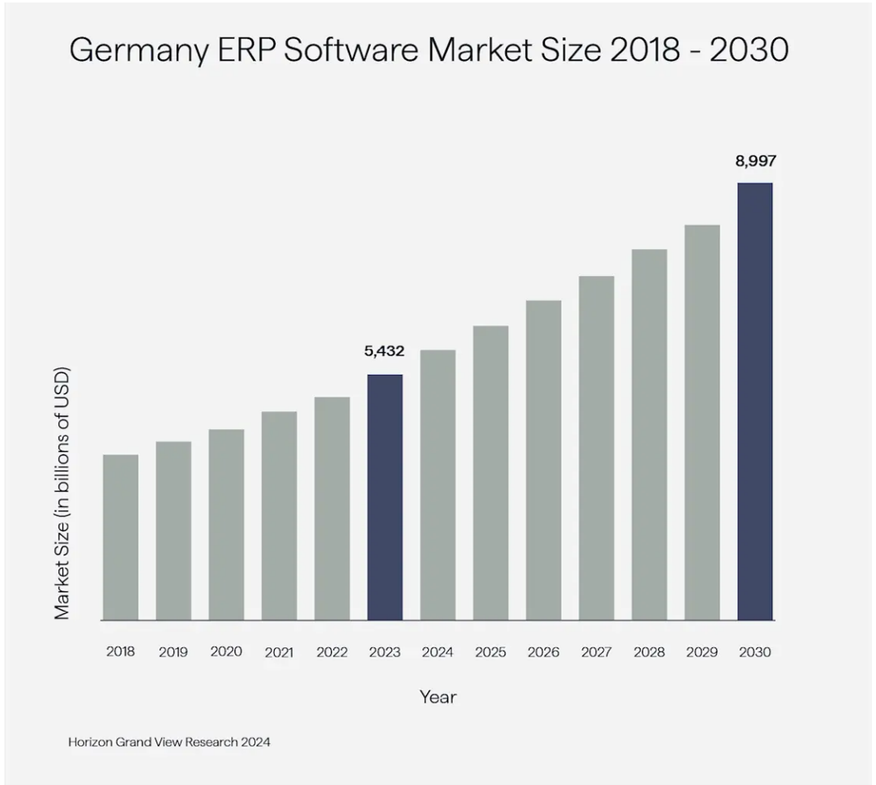
Furthermore, leveraging data from *embedded financial services* enables SMEs to take a crucial step toward strategic financial planning – predicting future trends and making informed decisions. This allows businesses to focus on growth rather than operational headaches.

The Rise of Embedded Finance in ERP Systems

The European embedded finance market is experiencing significant growth, with *revenues projected to surpass €100 billion* by the end of the decade. This surge is driven by technological advancements and evolving customer expectations, prompting businesses to adapt swiftly to remain competitive.

ERP vendors embedding financial services into their systems – allowing users to manage transactions, access credit, and oversee financial operations without leaving the ERP environment – are well-positioned to capitalize on this trend.

On the one hand, merging ERP and banking into a single interface keeps users on one platform, which is the smart thing to do. This not only saves time and reduces costs but also provides a clearer, real-time financial picture. On the other hand, it addresses the growing demand for unified solutions that enhance operational efficiency and user satisfaction.



It is not only an advantage for ERP vendors to offer clients integrated financial solutions that streamline processes and improve financial planning – it also solves one of the main pain points for SMEs: cash flow management.

Research suggests that *83% of SMEs want embedded financial services in their everyday applications* to overcome inefficiencies in financial management.

Top 3 Benefits of Integrating Embedded Finance into ERP Platforms for SMEs

- Enhanced User Experience: Business bank accounts integrated with ERP allow SMEs to streamline financial transactions, access financing options, and manage accounts – all within a single platform.
- Optimized Cash Flow Management: Automate receipt collection and reconciliation with B2B payment cards. SMEs can streamline financial operations, enhance cash flow management, and reduce processing times with tailored card controls, transaction limits, and real-time tracking for more informed decisions.

Article by Denis Wanke

- Payment Processing Solutions: Integrating ERP systems with Europe's leading payment network, SEPA, revolutionizes SME payment processes. This powerful combination enables seamless SEPA direct debit, credit transfers, instant payments, and peer-to-peer transactions. Fast payouts to suppliers and employees are guaranteed.

"The integration of embedded finance into ERP systems is revolutionizing the market landscape. By doing so, ERP providers not only enhance user experience but also unlock significant revenue streams. This strategy positions ERP vendors at the forefront of innovation, meeting the growing demand for seamless, all-in-one business solutions."

-*Riccardo Colnaghi*,
Chief Growth Officer,
Solaris

The Key for ERP Providers to Offer Financial Services

By integrating *Solaris' embedded finance solutions*, ERP providers can reduce friction for SMEs in financial management, increase customer loyalty through enhanced touchpoints, diversify revenue streams, and offer scalable onboarding experiences – a win-win for both vendors and their customers.

But there's more. By offering *B2B accounts*, fast *payment processing*, and a compliant *KYB solution*, an average ERP platform can be transformed into a financial home for its users.

More precisely, ERP providers offering embedded finance solutions differentiate themselves in the market and gain a competitive advantage, attracting a broader client base seeking comprehensive, all-in-one platforms.

Incorporating financial services opens up additional revenue channels for ERP providers, such as interchange fees, interest shares, and service subscriptions.

To unlock all of the benefits of embedded financial and banking services for customers, one thing is mandatory: ERP vendors need a *fully licensed banking partner* to get access to various product options including lending solutions, ensure compliance with strict financial regulations, including AML and KYC requirements, and minimize legal risks.

The adoption of embedded finance is no longer a luxury but a necessity for those aiming to lead in 2025 and beyond.

Solaris





Priority Software Ranked the #1 ERP for SMBs in 2025 by Technology Evaluation Centers (TEC)

Priority ERP has been recognized by Technology Evaluation Centers (TEC) as the ERP for SMBs with the best functionality and user experience.

Priority Software, a leading global provider of scalable, agile, and open cloud-based business management solutions, announced its ERP has been ranked #1 by Technology Evaluation Centers (TEC) in a recent TEC Insight Report that evaluates software's functionality and user experience.

In TEC's 2025 SMB ERP Solutions Report, Priority ERP ranked #1 in Functionality, #2 in User Experience, and tied for #1 Overall, positioning it as a top choice for small and medium-sized businesses worldwide.

This recognition highlights Priority ERP's strength in delivering powerful, easy-to-use, and highly customizable business management solutions that scale with growing businesses. The report evaluated ERP vendors on their ability to meet the complex and evolving needs of SMBs, with a focus on usability, scalability, and industry relevance.

Key findings from the TEC report include:

- #1 in Functionality – Priority ERP offers deep and comprehensive features that meet core SMB operational needs across industries.
- #2 in User Experience – A modern, intuitive interface that simplifies daily workflows and accelerates adoption.
- Tied for #1 Overall – Based on combined scores for functionality, UX, and strategic fit for SMBs.

"We are honored to be recognized as a top ERP solution for SMBs by TEC," said Sagive Greenspan, CEO at Priority Software. "This acknowledgment reflects our ongoing commitment to delivering robust, easy-to-use, and scalable ERP solutions that empower small and mid-sized businesses to optimize operations, drive efficiency, and grow with confidence."

To download the full *TEC 2025 SMB ERP Solutions Report*

About Technology Evaluation Centers (TEC)

Technology Evaluation Centers (TEC) is a software assessment platform provider and advisory services firm assisting organizations in making informed, strategic software decisions. With more than three decades of industry experience, a client-centric approach, and its decision support platform TECAdvisor™, TEC facilitates organizations' software selection and digital transformation initiatives, reducing the time, risks, and costs associated with software selection and implementation. TEC offers a vast research library of software selection tools and resources and a knowledge base encompassing data on thousands of enterprise software solutions. For more information or to download the report, visit TEC's website.

Press Release from Priority



Rootstock Software Launches Spring ’25 Release, Redefining the Modern ERP Experience for Manufacturers

Extensive UX uplift, AI-powered features, and financial enhancements deliver greater speed, visibility, and control across the enterprise

Rootstock Software, a recognized leader in the Manufacturing ERP space, announced its Spring ’25 Release, a major milestone that includes a sweeping user experience (UX) uplift and a host of financial and AI-driven enhancements. Together, these updates are designed to help manufacturers boost productivity and respond quickly in today’s fast-paced market.

“Our customers aren’t just looking for incremental improvements—they want an ERP that helps them lead during uncertain times and rapidly changing conditions,” said ***Robert Rostamizadeh***, Chief Technology Officer at ***Rootstock Software***. “With this release, we’re giving manufacturers the tools they need to operate with greater clarity, speed, and agility—all driven by a modern UI, powerful financial functionality, and AI-driven capabilities across their operations.”

UX Uplift: A Modern Design Built for Speed and Simplicity.

The Spring ’25 Release introduces the first wave of Rootstock’s UX uplift initiative, rolling out across 200 Lightning record pages. The updated experience will be introduced in phases throughout the year and across various modules. The redesign focuses on four key areas: clarity, efficiency, consistency, and usability. These enhancements enable faster data entry, minimize clicks and screen transitions, and introduce smart layouts that adapt to the task at hand—resulting in measurable productivity gains across key business processes. By standardizing layouts and reducing visual clutter, the new experience also shortens user training time. Improvements include:

- Cleaner layouts with improved field grouping
- Tabbed navigation for faster access to related information
- Direct form editing to reduce context switching
- Smart KPIs and more relevant, actionable page content
- Context-appropriate buttons and simplified screen flows

New 360-Degree Pages: Complete Visibility in a Single View.

With various redesigned master pages, users will be able to view everything from contacts and orders to pricing, credits, and invoices—all in one consolidated page. Tabbed layouts surface the most relevant information, while collapsible panels provide access to additional details without overwhelming the user. These 360-degree pages reduce the need for cross-navigation and provide a holistic view of the business, including key relationships. The result is enhanced visibility, faster decision-making, and improved data views that support intuitive workflow.

Real-Time Inventory Sync with Field Service.

Rootstock now provides real-time inventory visibility within ***field service workflows***, enabling technicians and dispatch teams to access the most up-to-date information. By closing a long-standing gap in inventory tracking from the field, this integration helps teams act with greater confidence and precision—streamlining service workflows, ensuring accurate fulfillment, and reducing delays.

AI in Quick Entry and Quick Orders.

Rootstock continues to leverage AI to increase automation and efficiency. In this release, ***Rootstock’s AI engine AIRS™*** is now embedded into Quick Entry and Quick Order screens. By analyzing customer history and common buying patterns, AIRS intelligently recommends products, enabling sales teams to anticipate a customer’s needs and build orders faster and with greater accuracy.

Financial Enhancements: Greater Flexibility and Automation.

The Spring ’25 Release also includes a major set of updates for ***Rootstock Financial*** users, including:

- **PO/AP Match Workbench 2.0:** The centerpiece of the financial updates, this new workbench replaces the legacy purchase-order/accounts-payable (PO/AP) match interface with a redesigned experience.
- **Save Filters in Rootstock Financial Analytics (RFA):** This enhancement is in response to a customer suggestion submitted through the ***Rootstock Idea Factory***. Now, users can save custom report filters in RFA.
- **Suppress Posting to Future Periods:** Gives finance teams more control over the timing of transaction posting.
- **Move to ICU Locale:** Ensures better localization support and formatting consistency for international users.

Manufacturing Operations Enhancements.

To support operational efficiency, Rootstock added new functionality across manufacturing modules:

- Distribution requirements planning (DRP) now supports alternate items, allowing manufacturers to adapt more easily to supply chain changes.
- Notes added to requisitions will automatically carry forward to purchase order lines, enhancing procurement traceability.

“The Spring ’25 Release represents a foundational shift in the ***modern ERP experience***,” said ***Raj Badarinath***, Chief Product & Marketing Officer at Rootstock. “It’s the result of close collaboration with our customers—combined with our own vision for what’s next. From embedded intelligence to a modern, flexible user interface, we’re laying the groundwork for capabilities like ***AI agents***, atomic ERP, and touchless capabilities. This release moves us—and our customers—closer to that future.”

The Spring ’25 Release is now available to all Rootstock customers. Various components of the UX uplift will be deployed across Spring, Summer, and Fall 2025 releases.

To learn more, watch our ***Spring ’25 Release video*** or schedule a demo.

About Rootstock

Rootstock Software *provides the leading Manufacturing Cloud ERP, which empowers hundreds of manufacturers to turbocharge their operations in today’s dynamic, post-pandemic world. Natively built on the* ***Salesforce Platform****, Rootstock delivers a future-proof solution. With it, manufacturers gain the agility to continually transform their business to meet evolving customer needs, navigate emerging challenges, and accelerate success. In addition, the “connectability” of Rootstock Cloud ERP gives manufacturers 360° visibility to collaborate with suppliers, trading partners, and the broader value chain. As Rootstock continues to grow, stay tuned to the company’s latest customers, career opportunities, and LinkedIn posts.*

Press Release from Rootstock



High Touch Technologies' Acumatica Practice and i-Tech Support Unite Under Evergreen's Pine Services Group

This strategic acquisition positions the unified team to broaden its reach and network within the Acumatica space

Evergreen, a family of managed IT services and software partners, announced the acquisition of *High Touch Technologies'* Acumatica practice. The specialized sector of the technology solutions provider will be integrated into *i-Tech Support*, acquired in January 2024, and will operate under *Pine Services Group*, Evergreen's dedicated ERP vertical.

Recently celebrating 40 years in business, High Touch Technologies is dedicated to its mission of bringing a human touch to technology for customers across its portfolio. The strategic acquisition of High Touch's Acumatica practice will bring approximately 40 clients and experienced employees to i-Tech, including a sales, service delivery, and client success team, which will enhance i-Tech's existing capabilities and expand its team of talent.

High Touch's Acumatica practice is entering i-Tech's portfolio with a focus on the lawn and landscaping industries, complementing i-Tech's existing verticals in manufacturing, distribution, construction, commerce, and field services. This new specialty will enhance i-Tech's industry expertise and expand its service offerings.

"Working with Evergreen and i-Tech through this process further solidified our belief that we found the right partner to purchase and accelerate this facet of our business," said Wayne Chambers, Vice Chair of the Board & Interim CEO at High Touch Technologies. "i-Tech aligns with our values in the way they treat their people and their customers, which was key for everyone at High Touch and Evergreen. This is a great opportunity for both of our companies and all the amazing Acumatica team members who are joining i-Tech."

"This acquisition represents a powerful step forward in our mission to deliver best-in-class ERP solutions with a people-first mindset. By uniting our teams, i-Tech is expanding our capabilities and reinforcing our commitment to client success and employee growth," said Armando Huerta, CEO of i-Tech. "Our priority is to ensure continuity for every client and every team member. With this integration, we're combining deep industry expertise and shared values to drive innovation, strengthen service delivery, and create lasting value for our clients."

This acquisition reinforces Pine Services Group's commitment to providing innovative ERP solutions with a people-first approach, ensuring long-term growth and success for clients and employees alike. You can learn more at *https://pineservicesgroup.com/.*

About Pine Services Group

Pine Services Group is a family of leading managed services and software companies operated by world-class leadership teams. Pine Services Group partners with owners of services and software businesses to provide operational assistance and capital in support of growth and exceptional service delivery. Pine Services Group differentiates itself by providing a permanent home for businesses that care deeply about their customers and employees. For more Pine Services Group news and information, visit http://www.pineservicesgroup.com.

About Evergreen

Evergreen is a family of leading managed services and software companies operated by world-class leadership teams. Evergreen partners with owners of services and software businesses to provide operational assistance and capital in support of growth and exceptional service delivery. Evergreen differentiates itself by providing a permanent home for businesses that care deeply about their customers and employees. For more Evergreen news and information, visit http://www.evergreensg.com.

About i-Tech Support

Since 1999, i-Tech Support has helped businesses, non-profits, and schools achieve their goals by supporting them with technology that simply works. The team at i-Tech has only one objective, and that is to help your organization get to where you want it to be and ultimately leave you happy. Learn more at http://www.i-techsupport.com.

About High Touch Technologies

High Touch delivers client-tailored software, technology and business communication solutions that solve unique challenges in any industry. With key strengths in rent-to-own, healthcare, manufacturing, non-profit, professional services, and utilities, High Touch helps businesses grow by expanding their technology and communications capabilities. High Touch brings the human touch to technology, serving business clients with IT solutions, software solutions, security solutions, business communications, and website services. Based in Wichita, Kan., High Touch has offices in Dallas, Denver, Kansas City, Corpus Christi, and San Antonio. For additional information on High Touch Technologies, visit www.hightouchtechnologies.com.

Acumatica
The Cloud ERP



Press Release from Acumatica



Sage Debuts New North American Headquarters in Atlanta's Ponce City Market

Flagship office fosters innovation and collaboration, featuring the first Sage Discovery Center – an interactive space where SMBs can explore AI-powered solutions, connect with experts to grow their business

Sage, the leader in accounting, financial, HR, and payroll technology for small and mid-sized businesses (SMBs), announce the official opening of its new North American headquarters in the heart of Atlanta. Located at 619 Ponce in Jamestown's Ponce City Market, the new office marks a significant milestone in the company's long-term investment in the region, reflecting its commitment to innovation, job creation, and community engagement.

Spanning 58,000 square feet across two levels, the new workspace has been thoughtfully designed to foster creativity, flexibility, and sustainability. More than just an office, it serves as a hub for Sage colleagues, customers, and partners to collaborate, innovate, and drive business success.

A Hub for AI Innovation and Business Growth

The U.S. is the largest market for Sage, accounting for nearly 40% of the company's global revenue. As Sage continues to expand its presence and drive innovation, Atlanta plays a crucial role in this growth strategy. Commonly referred to as the technology capital of the Southeast, Atlanta offers a robust business ecosystem, a highly skilled and diverse workforce, and a culture of innovation — making it an ideal location for the company's continued investment.

Sage has long been part of metro Atlanta, with an established presence in Lawrenceville. The opening of its new North American headquarters represents a further commitment to the region.

"Sage is building the future of AI-driven financials for SMBs, and our new flagship office in Atlanta is at the heart of that transformation," said Mark Hickman, Managing Director of North America at Sage. "Our new workplace at Ponce City Market puts us right in the center of a thriving business and tech community, surrounded by innovation and a vibrant culture. This move is more than just a new office – it's where we'll drive the next wave of AI-powered financial solutions, helping our customers unlock new opportunities and scale with confidence."

At the heart of the new headquarters is the Sage Discovery Center – an experiential space designed to bring human connection back to business. Built with state-of-the-art technology, this space was designed in direct response to what Sage customers have been asking for: face-to-face conversations with real experts who can help them uncover the right tools for their business, unlock new opportunities, and scale their businesses. Whether they're long-term customers or just getting started, visitors will get hands-on support, explore AI-driven solutions, and discover how Sage can be a true partner in their success – today and as they grow.

A Dynamic and Sustainable Workplace

The company's move to 619 Ponce represents a leap forward in creating a dynamic and versatile workplace that supports varied workstyles and collaboration. Designed with flexibility and inclusivity in mind, the office offers diverse work environments that empower teams to connect, focus, and innovate.

The office is structured into distinct work zones to meet the varied needs of Sage colleagues:

- ***Community Zone*** – a welcoming social space featuring a barista service and self-serve café, and a mini-market with a range of food and beverage options.
- ***Activity Zones*** – a blend of formal and informal meeting spaces, quiet areas for deep focus, and private rooms for virtual collaboration.
- ***Team Zones*** – flexible workspaces that enable teams to collaborate seamlessly, with adaptable seating arrangements to support different ways of working.

In line with the commitment from Sage to halving its emissions by 2030 and becoming net zero by 2040, the office is housed in a building constructed using sustainable materials and Georgia-grown timber. The building's timber structural system achieved a net negative of 1,266 tons of carbon emissions, equivalent to removing around 300 cars from the road for a year.
Additionally, Sage has partnered with *Living Walls*, an Atlanta-based nonprofit, to commission three custom art installations and source gallery wall art by local artists, celebrating Atlanta's rich creative culture and the artists who bring it to life.

Fueling Atlanta's Community

Today, Sage also *announced its investment* in Atlanta's business ecosystem through new multi-year partnerships with four local nonprofit organizations: HYPE, Inspiredu, Per Scholas Atlanta, and Access to Capital for Entrepreneurs (ACE).

These collaborations reinforce the company's commitment to breaking down barriers for entrepreneurs, fostering innovation, and making a lasting impact in the communities where it operates.

Through its social impact arm, Sage Foundation, the company has globally contributed more than 140,000 volunteer hours in the past year, as well as raised over $500,000 for many important causes. Notably, Sage Foundation has also helped upskill nearly 19,000 people on tech and digital skills - including young girls and teens - as part of its effort to build a more inclusive, diverse, and accessible technology sector for future generations.

About Sage

Sage exists to knock down barriers so everyone can thrive, starting with the millions of small- and mid-sized businesses served by us, our partners, and accountants. Customers trust our finance, HR, and payroll software to help business flow. By digitizing business processes and relationships with customers, suppliers, employees, banks and governments, our digital network connects SMBs, removing friction and delivering insights. Knocking down barriers also means we use our time, technology, and experience to tackle digital inequality, economic inequality, and the climate crisis. Learn more at www.sage.com/en-us/.



Infosys and AIB Extend Strategic Collaboration for Digital Transformation

To deliver application development, testing, and support services

Infosys, a global leader in next-generation digital services and consulting, announced it is extending its strategic collaboration with *AIB*, a financial services group operating predominantly in the Republic of Ireland and the UK. Building further on its 10-year relationship, Infosys will take on a renewed and expanded role to support AIB as it further accelerates its transformation initiatives and delivers support and value to its customers and stakeholders.

Infosys will help further develop AIB's application landscape and deliver application development and maintenance services, underpinned by deep human expertise, agile practices and AI powered tooling. Through these efforts, AIB will benefit from increased operational efficiency, and continue to enhance and mature agile processes that expedite innovation.

Graham Fagan, Group Chief Technology Officer, AIB said, "This extended collaboration with Infosys aligns strongly with our vision to progressively modernise our technology and data capabilities to deliver the best outcomes for our customers and further accelerate our transformation. By combining our collective expertise and experience, we will deliver on our customer-first commitment and enhance operational efficiency and resilience. Infosys has been a trusted innovation partner, and we are excited about this next chapter in our collaboration as we work together to ensure AIB remains at the forefront of digital transformation in the Irish banking industry."

Dennis Gada, Executive Vice President and Global Head of Banking & Financial Services, Infosys, said, "Our expanded collaboration with AIB marks a significant milestone in Infosys' journey in Ireland. By leveraging our global digital engineering teams and proven track record in delivery and innovation, we will enable AIB to continue to accelerate their business and technology transformation, strongly positioning them for success in a rapidly evolving banking environment. We are committed to fostering a strong relationship, nurturing talent, and contributing to Ireland's thriving tech ecosystem, while delivering impactful outcomes for AIB."

About AIB Group

AIB is a financial services group serving 3.35 million customers predominantly in Ireland and the United Kingdom. Our main business activities are retail, business and corporate banking, as well as mobile payments and card acquiring. Whether it's adapting to a greener way of living, planning for the future, growing a business or simply navigating day-to-day life, AIB's purpose is empowering people to build a sustainable future. AIB's core segments are: Retail Banking, Capital Markets, Climate Capital and AIB UK

About Infosys

Infosys is a global leader in next-generation digital services and consulting. Over 300,000 of our people work to amplify human potential and create the next opportunity for people, businesses and communities. We enable clients in more than 56 countries to navigate their digital transformation. With over four decades of experience in managing the systems and workings of global enterprises, we expertly steer clients, as they navigate their digital transformation powered by cloud and AI. We enable them with an AI-first core, empower the business with agile digital at scale and drive continuous improvement with always-on learning through the transfer of digital skills, expertise, and ideas from our innovation ecosystem. We are deeply committed to being a well-governed, environmentally sustainable organization where diverse talent thrives in an inclusive workplace.

Visit www.infosys.com to see how Infosys (NSE, BSE, NYSE: INFY) can help your enterprise navigate your next.



Press Release from Infosys



New Infor Velocity Suite Accelerates Process Innovation with Generative AI

Infor Velocity Suite enables customers to diagnose, automate, and optimize processes to realize greater business value

Infor, the industry cloud complete company, announces the general availability of ***Infor Velocity Suite***, a complete offering of solutions and services to simplify process innovation and help customers stay agile, adaptable, and innovative. Built on the Infor Industry Cloud Platform, Infor Velocity Suite is designed to eliminate barriers to process innovation through a package of Infor's most advanced technologies and services proven to help customers realize value. With 75% of c-suite and software users at 3,600 organizations stating that value is created by adopting advanced technologies, Infor Velocity Suite is designed to remove those barriers to drive agile innovation.

Infor Velocity Suite enables customers to realize greater business value as they:

- ***Diagnose*** – With Infor ***Process Mining***, customers can diagnose process insights within the Infor CloudSuite to drill down into operational processes, identify non-conforming variants that diverge from standard process models, and identify critical bottlenecks, providing insights on areas to improve.

- ***Automate*** – With Infor Value+ solutions, customers can automate improvements found in the diagnose phase leveraging ***generative AI*** and ***robotic process automation*** (RPA) to remove manual tasks, deliver insights, and provide critical insights and actions to automate tasks more efficiently.

- ***Optimize*** – Customers can leverage the Infor Value+ Catalog of pre-built industry use cases that combine Infor generative AI and process automation to deliver value in just days or weeks.

"The Infor Velocity Suite delivers rapid time to value for our customers across finance, operations, inventory management, quality control, and more," said Kevin Samuelson, CEO of Infor, "Velocity Suite provides customers with a simple and seamless way to diagnose, automate, and optimize processes while leveraging the most advanced innovations targeting key value drivers for their business."
Included in the Infor Velocity Suite is access to Infor Value+, a catalog of industry-specific solutions that leverage technologies such as generative AI and RPA to deliver efficiency and value in weeks. These offerings are already delivering compelling outcomes for many Infor customers, such as saving thousands of hours of manual and repetitive tasks, 90%+ faster issue resolution time for customer support issues and millions of dollars of additional profit margins. Infor Value+ includes dozens of carefully curated solutions that address processes across finance, customer service, supplier management, and customer management. Infor Value+ solutions include:

- ***Enterprise Automation,*** which removes existing manual tasks for operational efficiency.

- ***Insights,*** which generates analytics and reporting to facilitate decision making.

- ***Advanced Workspaces,*** which consolidates essential information and actions tailored to the user's role, enabling more efficient completion of daily tasks.

"The digital world is fast paced, requiring businesses to make rapid accurate decisions to remain competitive," said Mickey North Rizza, IDC Group Vice-President, Enterprise Software. "AI-embedded enterprise applications and advanced technologies included in offerings like Infor Velocity Suite are helping organizations to improve their business processes and associated tasks, remove steps and clicks, improve productivity and enhance metrics."

"The faster we deliver our boats; the sooner families and friends can enjoy their time on the water," said Jennifer Terry, Information Systems Manager, Xpress Boats "Infor Process Mining provides us with the speed and precision necessary to optimize our business processes, enabling us to consistently meet this goal. By automatically identifying process issues, we can take corrective action more swiftly, improving on-time delivery and reducing expedited shipping costs by 50% and we're excited to see future benefits from the additional advanced technologies also included in Infor Velocity Suite."

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 67,000 organizations worldwide rely on Infor to help overcome market disruptions and achieve business-wide digital transformation.

Press Release from Infor



Acumatica Shines in G2 and CRN® Reports, Earning Multiple Honors for ERP Leadership and Channel Excellence

Customer Feedback and Partner Success Propel Cloud ERP Provider to Top Positions Across Industry Benchmarks

Acumatica, the leading cloud-based business management software provider, shared the most recent round of industry recognitions, further validating its position as an ERP market leader. The company has been honored with top rankings in G2's competitive software reports and recognition in CRN®'s channel program reports.

"Awards are nice, but what really matters is how our customers, partners and developers feel about us," said John Case, CEO of Acumatica. "What makes these honors so special is that they are based on authentic customer feedback and partner experiences, which speaks volumes about the real-world value Acumatica delivers."

G2 Recognizes Acumatica as Industry Leader

Acumatica was named to *G2's 2025 Top 100 Global Software Companies list*, an elite recognition reserved for less than 1% of the over 150,000 vendors listed on the platform. The prestigious ranking is based on verified user reviews and market presence data, placing Acumatica among the world's most respected software providers.

In the *G2 Spring 2025 Reports*, Acumatica dominated the ERP category with:

- No. 1 rankings in 14 distinct categories
- 60 badges across various segments and capabilities
- Leadership positions in Small Business Relationship Management, Mid-Market ERP and Usability.
- Top honors for Best Usability, Best Results, Users Most Likely to Recommend and Easiest to Do Business With.

These achievements underscore Acumatica's versatility in serving businesses of all sizes while delivering exceptional user experiences and measurable business value.

CRN® Honors Acumatica's Channel Excellence

Acumatica's success is rooted in a vibrant and growing community that thrives on a collaborative approach to innovation and success. Further cementing its reputation for *partner excellence*, Acumatica's channel program was featured in the *2025 CRN® Partner Program Guide.* The recognition highlights Acumatica's dedication to building mutually beneficial relationships with solution providers and creating a channel ecosystem that drives innovation and customer success.

"Being featured on the 2025 CRN® Partner Program Guide highlights the dedication these technology vendors have to evolve with solution providers, driving innovation and supporting mutual success," said Jennifer Follett, vice president of U.S. content and executive editor of CRN® at The Channel Company.

Additionally, CJ Boguszewski, Acumatica's senior vice president of partner strategy and programs, was named to the *2025 CRN® Channel Chiefs List*. The list recognizes IT vendor and distribution executives who drive strategy and set the channel agenda for their companies, showcasing leaders who work tirelessly to ensure mutual success with their partners and customers.

"Our channel partners are the force multiplier of Acumatica's growth strategy, and their specialization is vital to our continued success in the market," said Boguszewski. "These recognitions from CRN® validate our partner-first approach and reinforce our dedication to building an ecosystem where everyone wins. We'll continue innovating our channel program to ensure our partners have every advantage in delivering exceptional cloud ERP solutions that transform businesses."

To discover how Acumatica's award-winning cloud ERP solution can transform your business's operations, schedule a personalized demo at *www.acumatica.com/request-a-demo/.*

About Acumatica

Acumatica Cloud ERP is a comprehensive business management solution that was born in the cloud and built for more connected, collaborative ways of working. Designed explicitly to enable small and mid-market companies to thrive in today's digital economy, Acumatica's flexible solution, customer-friendly business practices and industry-specific functionality help growing businesses adapt to fast-moving markets and take control of their future. For more information, visit acumatica.com or follow us on LinkedIn.



Press Release from Acumatica



New study: Nonprofits Must Embrace Radical Transformation to Overcome 2025 Challenges

Only 7% can access decision-making data in real time; 70% plan to boost digital transformation investment

Unit4, a leader in ***enterprise cloud applications*** for people-centric organizations, has unveiled ***global research by Pierre Audoin Consultants*** (PAC) on the nonprofit sector. Insights from over 200 senior strategy leaders across North America and Europe reveal cautious optimism - but also a pressing need for radical digital transformation to secure long-term survival and build sustainable financial and operational models.

After two tough years, nonprofits show cautious optimism for fundraising growth in 2025. However, 79% expect rising service demand alongside increased costs. To adapt, 22% are running fewer fundraisers, while 32% are scaling back services. The research highlights digital transformation as key to overcoming these challenges by improving cost efficiencies and driving competitiveness and differentiation.

"Nonprofit leaders recognize that small, incremental changes are not enough to enhance their financial position and growth prospects at a time of increased volatility," said Nick Mayes, Principal Analyst, Pierre Audoin Consultants. "Success hinges on smart data use, whether it is shaping programs to support new areas of demand, pinpointing the areas where the biggest efficiency gains can be achieved or mitigating compliance risk."

Key priorities highlighted in the findings:

- ***Faster decision making:*** 72% admit it takes between two and seven days to pull together operational or financial data with only 7% saying they access such data in real-time
- ***Better forward planning:*** 40% have only a partial or limited view of data at best for forward-looking decisions, while a similar percentage says it takes one to two weeks to integrate external data which humanitarian organizations are highly dependent on to understand changing health, geopolitical and environmental situations
- ***Removing legacy applications:*** nearly half (45%) say the top barrier to innovation and transformation is an ongoing dependence on legacy applications, which also contributes to other obstacles including limited insight into critical performance data and a lack of integration between key applications

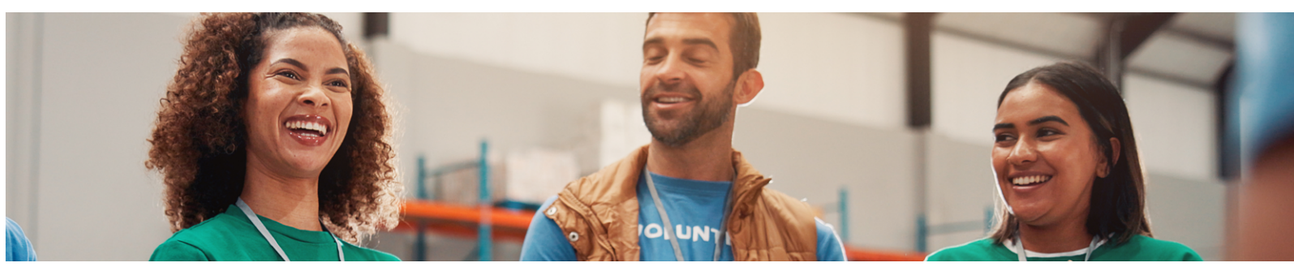
Today, 85% of respondents say it takes one to weeks to launch new fundraising initiatives and more than a third (37%) admit it takes a similar timeframe to activate programs in the field. This process could be sped up by breaking down silos to build a more holistic view of an organization's financial and operational data and marrying it with external data sources to enable more real-time insights. Shared services are being utilized by nonprofits as a way to break down silos with 40% already centralizing HR and IT functions, with 50% looking to centralize finance and accounting in the next three years, while 45% are planning to move governance and compliance functions. The top priority for increased spending is project management systems, while 33% say harnessing AI's potential is a primary driver for overall digital strategy.

"The nonprofit sector thrives on innovation, driven by the need to prove the impact of every spend. But in 2025, that challenge will be greater than ever," said Chris Brewer, Global Director Nonprofit, Unit4. "Digital transformation is already benefiting nonprofits, but a water-tight business case is crucial to win stakeholder support. PAC's research reveals where to invest to tackle legacy tech debt and drive more agile, real-time decision making."

About Unit4

Unit4's next-generation enterprise resource planning (ERP) solutions power many of the world's mid-market organizations, bringing together the capabilities of Financials, Procurement, Project Management, HR, and FP&A to share real-time information, and deliver greater insights to help organizations become more effective. By combining our mid-market expertise with a relentless focus on people, we've built flexible solutions to meet customers' unique and changing needs. Unit4 serves more than 5,100 customers globally across a number of sectors including professional services, nonprofit and public sector, with customers including Southampton City Council, Metro Vancouver, Buro Happold, Devoteam, Save the Children International, Global Green Growth Institute and Oxfam America. For further information visit www.unit4.com.

UNIT4



Press Release from Unit4



BGSF, Inc. Announces Strategic Partnership with SISSCORP

BGSF and SISSCORP Collaborate with Innovation, Compliance, and Higher Education Excellence Across Texas

BGSF, Inc., a leading national provider of consulting, managed services and workforce solutions, announces its strategic partnership by collaborating with SISSCORP®, a trusted Workday® Innovation Partner, to support Texas higher education institutions in meeting complex compliance and regulatory demands through the innovative SISSTEX© application, built on the Workday® platform. BGSF has a proven track record of providing exceptional talent to Workday customers nationwide. With an in-depth knowledge of the Workday product, our resources and consultants are readily available to assist customers whenever they require support, including feature adoption, business transformation, staff augmentation, permanent placement, post-production support, and Phase X projects.

This partnership is a major step forward in transforming how institutions navigate state-mandated reporting. SISSTEX©, designed specifically for use with Workday® Student, offers a comprehensive, user-friendly solution that streamlines data evaluation, enforces regulatory compliance, and enhances overall efficiency for Texas colleges and universities.

"We're excited to partner with SISSCORP to deliver modern, automated solutions that directly address the needs of our higher education partners," said Eric Peters, Professional Division President at BGSF. "This collaboration is all about empowering institutions to confidently meet their reporting requirements with fewer headaches and greater efficiency."

SISSTEX© automates the functionality and creation of reports mandated by the Texas Legislature and the Texas Higher Education Coordinating Board. The application includes built-in integrations that extract data from auxiliary systems, giving institutions a consolidated and accurate view of all necessary data. While institutions retain responsibility for submission and certification, SISSTEX© simplifies the preparation and streamlines each semester's required process.

What sets SISSTEX© apart is its continued adaptability. SISSCORP monitors updates from the Coordinating Board and collaborates with Workday to ensure SISSTEX© evolves alongside Workday® Student enhancements. This proactive maintenance ensures that institutions receive lasting value from their investment through ongoing efficiency and compliance enablement.

Through this strategic partnership, BGSF and SISSCORP are reinforcing their shared commitment to innovation, compliance, and educational excellence across Texas.

Empowering Businesses Through Innovation & Expertise

BGSF aims to empower organizations with seamless Workday implementations and strategic consulting. By leveraging a customer-first approach and certified expertise, the firm helps companies optimize their Workday investment, streamline business processes, and drive sustainable growth.

As a key player in the Workday ecosystem, BGSF differentiates itself with a highly skilled network of consultants, an in-depth understanding of Workday's capabilities, and a proactive approach to assisting customers. The firm specializes in feature adoption, best practice sharing, training, knowledge transfer, and Phase X project support.

AboutSISSCORP

SISSCORP® is a woman-owned, women-led consulting firm delivering strategic SaaS solutions with a specialized focus on Higher Education—and expanding soon into Government. With deep expertise in Implementation Preparation, Change Management, Testing Services, Project Management, and Post-Production Sustainment, SISSCORP supports institutions through every phase of their ERP journey. From strategic planning to long-term operational readiness, SISSCORP is committed to helping organizations unlock the full potential of their technology investments—before, during, and after implementation.

About BGSF

BGSF provides consulting, managed services and professional workforce solutions to a variety of industries through its various divisions in IT, Finance & Accounting, Managed Solutions, and Property Management. BGSF has integrated several regional and national brands achieving scalable growth. The Company was ranked by Staffing Industry Analysts as the 97th largest U.S. staffing company and the 49th largest IT staffing firm in 2024. The Company's disciplined acquisition philosophy, which builds value through both financial growth and the retention of unique and dedicated talent within BGSF's family of companies, has resulted in a seasoned management team with strong tenure and the ability to offer exceptional service to our field talent and client partners while building value for investors. For more information on the Company and its services, please visit its website at www.bgsf.com.



Press Release from BGSF



SEIDOR brings art and quantum computing together at SÓNAR+D with Libby Heaney

- *SEIDOR returns to Sónar+D for the third consecutive year, reinforcing its commitment to creativity, technology, and diversity*
- *Invited by SEIDOR, quantum art pioneer Libby Heaney will present her audiovisual performance Eat my Multiverse*
- *Over 400 IT executives, tech leaders, and emerging talent will attend SEIDOR's event on June 12 at the Palau de Congressos de Barcelona*

Technology consulting firm SEIDOR will once again participate in Sónar+D as a sponsor and content contributor, reaffirming its commitment to critical thinking and the intersection of technology, creativity, and diversity.

For this year's edition, SEIDOR is supporting British artist Libby Heaney—PhD in quantum physics and a leading figure in contemporary digital art—who will present her groundbreaking audiovisual performance Eat my Multiverse, created using quantum computing.

SEIDOR's involvement aligns with one of the main themes of Sónar+D 2025: Worlds to Come—a program exploring the "future of the future," and how the human ability to imagine alternative realities can inspire responses to today's complex challenges. With this collaboration, SEIDOR emphasizes the importance of expanding traditional frameworks of thought to address the present through new narratives and languages.

Turning Quantum Physics into Artistic Language

Libby Heaney, who holds both a scientific background in quantum physics and an arts education from the Royal College of Art in London, was the first artist to integrate quantum computing into artistic creation. Her work is rooted in a non-binary, multiversal logic that questions dominant systems of identity, knowledge, and power.

In Eat my Multiverse, Heaney guides the audience through a "quantum safari" of speculative visuals and sounds generated with quantum software, offering a queer, critical, and transformative lens.

A Gathering of Tech Leaders and Emerging Talent

Alongside her participation in the official Sónar+D program, Heaney will headline an event hosted by SEIDOR on June 12 at the Palau de Congressos de Barcelona. The event will bring together over 400 participants—including IT executives, tech companies, and STEM students—for a unique experience at the intersection of innovation and inclusion.

Now in its second edition, the event is part of SEIDOR's broader initiative to create spaces where talent and decision-makers from the tech industry come together to explore how technology can help build more equitable futures. The agenda features an inspirational keynote by Heaney and panel discussions with voices from the tech, education, and business sectors.

A Commitment to Transformative Thinking

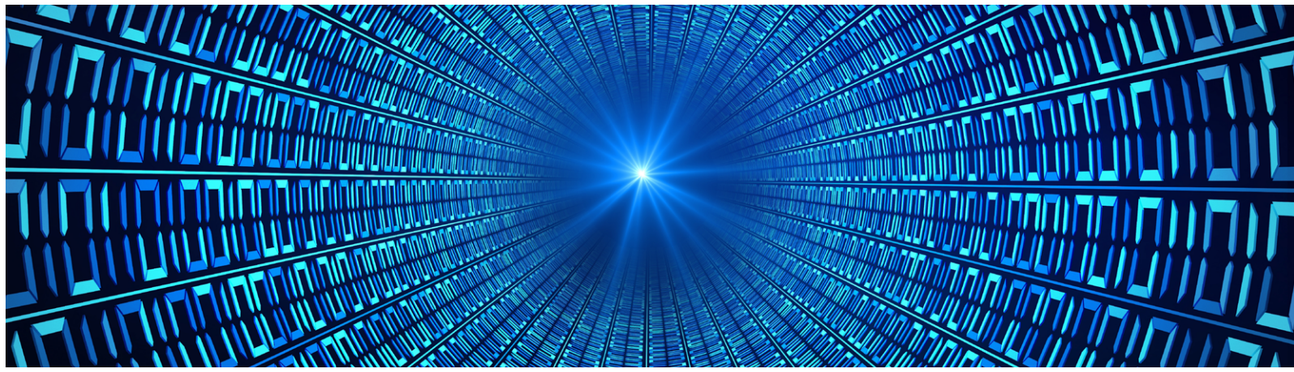
SEIDOR's partnership with Sónar+D extends beyond sponsorship. As the only technology consulting firm featured in the program, SEIDOR has, for three editions, contributed to fostering critical perspectives on the role of technology in our lives, through content that blends science, art, ethics, and humanism.

Iván González, SEIDOR's Director of Marketing, Communications and Sustainability, stated: "We are renewing this partnership because we believe in the power of technology to drive transformation when it connects with people." According to González, "Libby Heaney embodies the kind of disruptive vision we need to imagine more inclusive and human futures. Her presence symbolizes the convergence of tech leadership and the new generation of talent bringing fresh, diverse, and critical perspectives on technology."

Through its participation in Worlds to Come, SEIDOR reaffirms its commitment to technology with a positive impact—one that opens doors to alternative universes where sustainability, inclusion, and imagination are key to rethinking our collective future.

About SEIDOR

SEIDOR is a technology consulting firm offering a comprehensive portfolio of solutions and services, covering areas such as Artificial Intelligence, Edge, Customer Experience, Employee Experience, ERP, Data, Application Modernization, Cloud, Connectivity, and Cybersecurity. With over 10,000 highly skilled professionals, SEIDOR has a direct presence in 45 countries across Europe, Latin America, the United States, the Middle East, Africa, and Asia. The firm is a trusted partner of the world's leading technology providers.



Press Release from SEIDOR



Capgemini and ISAI launch ISAI Cap Venture II

2nd VC fund builds on success of the first, dedicated to innovative startup collaboration

Following the success of ISAI Cap Venture I, ISAI and *Capgemini* announce the launch of ISAI Cap Venture II, a renewed investment vehicle dedicated to supporting high-potential B2B startups and scale-ups worldwide. This second iteration of the fund, sized at €80 million, continues to combine ISAI's deep venture capital expertise with Capgemini Ventures' ability to generate business synergies between startups and the global Capgemini ecosystem.

Since its inception in 2019, ISAI Cap Venture I has built a diverse international portfolio of 15 companies, co-investing alongside top-tier international VC firms. Examples of key investments include Alation (enabling data governance strategy, data trust and automated business glossary), Zelros (transforming insurance distribution), and Copado (built natively on the Salesforce platform, enabling faster, error-free releases with continuous integration and delivery technologies).

These investments align to Capgemini's strategic priorities, helping to enrich the Group's portfolio of offers and more specifically offers by industry, as well as strengthen partner relationships. This has allowed Capgemini to build joint go-to-markets, further fostering new innovations, ideas, and solutions – to guide clients through their business and technology transformations.

The fund also invested in next-gen technologies that will shape the future of business, such as Liquid AI, a new generative AI model called Liquid Neural Networks (LNNs) that is effective, sustainable and cost-efficient, or Pasqal, a pioneer in quantum computing.

A proven model of corporate and VC collaboration

As the first fund, ISAI Cap Venture II will take minority stakes (€1-5million tickets) in companies that have reached a maturity level allowing for joint commercial approaches with Capgemini. These investments will be made in Series A up to growth-stage, ensuring alignment with international VC players, predominantly from Europe and the United States. This corporate-VC model has proven highly effective, demonstrating that a well-structured partnership between a venture capital firm and a corporate partner can accelerate growth.

"Our first fund demonstrated that startups can benefit from a corporate partner while maintaining the flexibility they need to grow. With ISAI Cap Venture II, we reaffirm our commitment to backing the most innovative technology startups and helping them scale with Capgemini's business partnerships," said Jean-David Chamboredon, Chief Executive Officer, ISAI.

"Our unique model with ISAI has established Capgemini Ventures as a trusted player in the VC ecosystem. By launching ISAI Cap Venture II, we will continue to develop joint value propositions with selected startups, thus accelerating and enabling the adoption of the most promising digital innovations and emerging technologies for Capgemini clients," commented Lucia Sinapi-Thomas, Executive Director, Capgemini Ventures.

Expanding ISAI's CVC activity

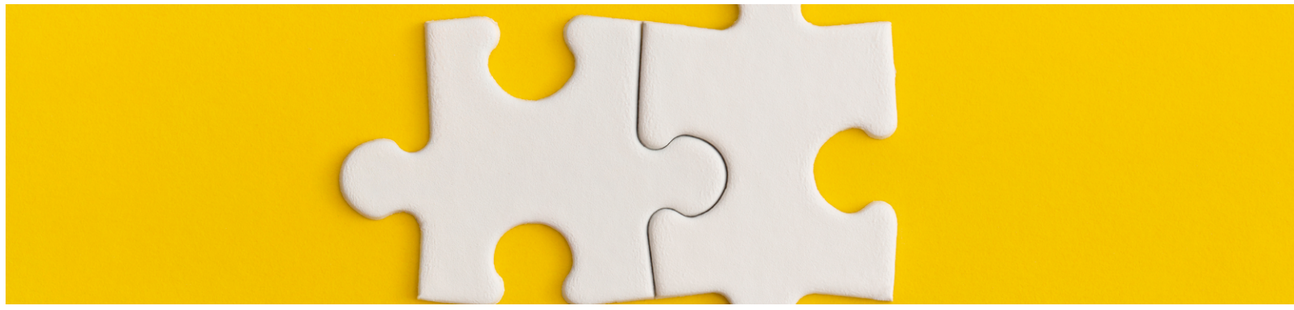
ISAI has now raised over €240 million for corporate-backed investment funds, reinforcing its role as a leading venture capital firm collaborating with strategic partners. With two flagship corporate sponsors, including Capgemini, ISAI CVC activity is carrying on demonstrating its ability to bridge the gap between startups and major industrial players.

About Capgemini

Capgemini is a global business and technology transformation partner, helping organizations to accelerate their dual transition to a digital and sustainable world, while creating tangible impact for enterprises and society. It is a responsible and diverse group of 340,000 team members in more than 50 countries. With its strong over 55-year heritage, Capgemini is trusted by its clients to unlock the value of technology to address the entire breadth of their business needs. It delivers end-to-end services and solutions leveraging strengths from strategy and design to engineering, all fueled by its market leading capabilities in AI, generative AI, cloud and data, combined with its deep industry expertise and partner ecosystem. The Group reported 2024 global revenues of €22.1 billion.

About ISAI

ISAI Gestion ("ISAI") is one of the pioneers in the French Tech ecosystem. Co-founded in 2009 "by and for" Tech entrepreneurs, ISAI gathers today more than 450 Entrepreneurs-LPs alongside major Institutional Investors. With offices in Paris and NYC, ISAI manages €1.0bn across four investment strategies: Early-Stage Venture, Corporate Venture, Growth Lending and Tech Buyout. The company is a UNPRI signatory and a committed player in inclusive and low-carbon Tech. For more information, visit: www.isai.fr/en



Press Release from Capgemini



Customer Success with Acumatica: Boca Terry

Providing a quality product and ensuring customer success are top priorities for luxury hotel, robe, towel, and linen provider Boca Terry and for Acumatica. That's why the partnership between the two powerful companies has led to tremendous results.

Since 1996, family-owned-and-operated Boca Terry has been creating custom products that make people feel good. They have grown a successful business by providing five-star hotels, cruise lines, spas, medical facilities, and promotional product companies around the world with luxurious bathrobes, towels, and slippers along with elegant lounge chair covers and a wide variety of spa accessories.

Its customizable products are meticulously made from quality terry and microfiber fabrics via its stringent manufacturing processes and sent out through its own distribution centers – all supported by a team that believes in offering competitive pricing with outstanding customer service.

But the high standard of manufacturing and service Boca Terry demanded of itself was not being met by the technology upon which it had relied on.

That's why founders—and brothers—Edward and Bruce Cohen decided a modern business solution was in order. They initially went with Oracle NetSuite, but that system simply didn't work for them. So, they turned to Acumatica with some amazing results.

How It All Began

According to Edward, who holds the titles of owner, CEO, and head of financial operations, Boca Terry came about through his own experience working with his father in the business of manufacturing women's sportswear for major department stores. He says in a *Boca Terry blog* that he eventually decided he wanted to do something different and contacted his brother with the idea of starting or buying their own business.

"I told him I had certain criteria in mind. The business had to be related to clothing manufacturing, it had to have a large customer platform, and we would need to create our own brand."

Bruce was on board, and he was the one who found their first option—a bathrobe manufacturer in San Francisco, who sold its products to hotels. They offered to buy the business, but when the owner refused, they decided to start their own luxury bathrobe business, naming it Boca Terry after the town Edward was living in (Boca Raton, Florida) and after the fabric they used in their products (terry).

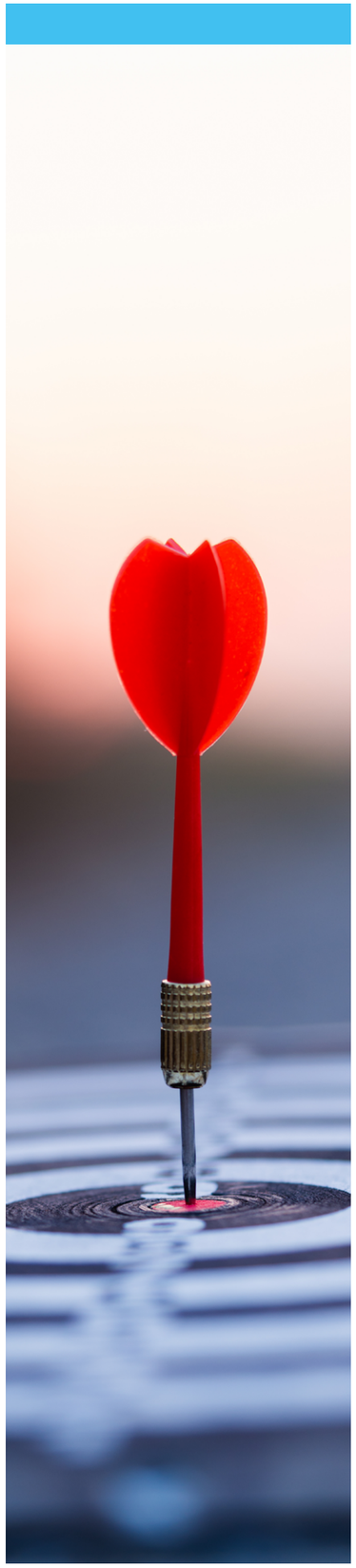
The now very successful company derives 98% of its sales through business-to-business (B2B) operations with 2% from business-to-consumer (B2C) activities. Between their global manufacturing, wholesale distribution, and ecommerce activities (which includes its own ecommerce store on BigCommerce and an outsourcing partner selling products on Amazon), the Cohen brothers' business is now thriving, but prior to landing on Acumatica as their business management solution, it was inefficient.

> "Acumatica's flexibility and scalability allowed us to streamline our operations and improve overall efficiency, enabling us to better serve our customers."

How It Almost Went

During its early years, Boca Terry utilized three disparate applications to run their operations. QuickBooks for accounting, ACT! for CRM, and a Microsoft Access program for sales order entry, which was created by a friend of the Cohen's father.

They discovered that relying on disconnected applications does not a smooth-running operation make.



For example, the Boca Terry team was handwriting orders, manually entering their orders into the Access database, and overseeing shipping. In addition, their systems were slow, did not provide operational visibility, and lacked the ability to create simple finance reports. Plus, Edward was tasked with answering customer requests for the status of their orders, which was a difficult, time-consuming job.

> "With Acumatica, we now have full visibility into inventory, order processing, and customer data—all in real time, from anywhere."

It was clear something needed to change, so they searched for a solution that would join their three applications into a single system—and found NetSuite.

Says Bruce, owner and CEO, "NetSuite was pretty difficult to use, and inventory IDs were limited to a certain number of digits. We were facing changing all of them because we used dashes. The problem with NetSuite was that we had to adapt to their system. By contrast, Acumatica adapts to the customer."

NetSuite's out-of-country support teams and complex workflows added to their challenges, so, they embarked on a new search. This search led them to Acumatica.

"Acumatica's integration and ease of use seemed better than NetSuite," Edward says. "When we viewed the demos, it was so much more outstanding than anything else we looked at. It fit like a glove and the integration of what we do as a company seemed like it would be a smooth transition."

How It's Going

With the help of Acumatica VAR *i-Tech Support Inc.*, Boca Terry implemented *Acumatica Retail Edition*. The company became more efficient and now has real-time access to accurate information that helps them make faster decisions. "If someone is dealing with two to three or four different applications all day long, Acumatica is the way to go."

Edward and Bruce's confidence in Acumatica stems from the many benefits they've experienced, including:

- Full visibility into critical business information.
- Instant availability of financial information through various dashboards.
- Automated sales orders, decreasing the number of days it takes to ship an order.
- Improved customer service through updated information about when products will arrive.
- More credit card processing through Acumatica's integrated credit card processing.
- Automating their administrative tasks (e.g., order confirmation, customer statements, reports, etc.), saving time and money.
- Automated purchase orders and drilling into purchase order notes.
- Insights into the profitability of every item.

These just scratch the surface of all the benefits Acumatica provides, including their ability to remotely access Acumatica's mobile application and enjoy Acumatica's native connector for BigCommerce.

"In the old Access system," says Edward, "we couldn't bring in sales, and we were probably losing $500,000 a year because we weren't really connecting it. We would just make journal entries of cash coming in and not associate it every day. Now, every single sales order that comes in from the e-commerce site is automatically uploaded and in Acumatica so we're able to see that sale."

How It Looks for the Future

Ultimately, Edward, Bruce, and the Boca Terry team are very grateful they switched from NetSuite to Acumatica. They praise Acumatica's continual product improvements and are considering integrating with some of Acumatica's third-party applications to increase their functionality even further.

"Acumatica made my life so much easier. It's unbelievable," says Edward, who also says that going with Acumatica is a "no brainer."

About Acumatica

Acumatica Cloud ERP is a comprehensive business management solution that was born in the cloud and built for more connected, collaborative ways of working. Designed explicitly to enable small and mid-market companies to thrive in today's digital economy, Acumatica's flexible solution, customer-friendly business practices and industry-specific functionality help growing businesses adapt to fast-moving markets and take control of their future. For more information, visit acumatica.com or follow us on LinkedIn.



Sencon Get 67% "More Out The Door"

COMPANY FACTS

- Industry: Canning & Aerosol Manufacture
- Location: Northern Worcestershire, England, UK
- Website: sencon.com

CHALLENGE

Inconsistencies and errors in warehousing were affecting profits, quality, and customer satisfaction levels.

SOLUTION

Epicor Kinetic Warehouse

ERP PARTNER

Aspera Solutions

67% "More Out the Door" with 3-month Epicor Kinetic Warehouse Project

"In just three months, implementing Epicor Kinetic Warehouse has led to a 67% improvement in our total part pick / putaway rates. We're picking more parts with less people, increasing revenue, and getting more out the door, with more accuracy. Job well done, Aspera!".

Rob Young, Operations Director, Sencon

BENEFITS

- 3-month project yields 67% growth in warehouse picking ability;
- Handheld devices eradicate errors and time wasting;
- Significant improvements to sales order processing;
- More professional and accurate bin and part scanning validation;
- Expedited invoicing with detailed shipping labels;
- Improved customer service; &
- Additional innovations in stock control through cycle counting.

Founded in 1976, Sencon is an SME family run business that manufactures metrology equipment specifically for canning and aerosol businesses.

From its R&D and manufacturing plant in the UK, Sencon develops, builds and supplies, specialised sensors for line and machine control, on-and off-line test, inspection systems, and hi-tech gauges for measurement and quality control.

The company, which has 80+ employees, has been a customer of Aspera Solutions since 2015, when it first implemented Epicor ERP to improve operations and data flow within the business.

In 2022, when Sencon identified that issues in its warehouse were stifling growth and productivity, it engaged Aspera to implement Epicor Kinetic Warehouse (EKW). Within six months of project go-live, Rob Young, Sencon Operations Director, has declared the project "a major success story".

Read on to discover what triggered the project, the benefits that have been realised, and why Sencon value Aspera Solutions as its ERP partner.

Why Implement Epicor Kinetic Warehouse?

Sencon identified the need for EKW because of warehouse issues it simply wasn't willing to accept. Minor errors in picking and delivering parts were reoccurring regularly, and keeping track of stock and orders had become very labour intensive for the warehouse team. As a result, the company sought a solution that was less time consuming, more accurate, and more dependable.

When operations director, Rob Young, joined the company in 2022, his experience of SAP's warehouse solution gave him the confidence to lead a project in Sencon's chosen solution, Epicor Kinetic Warehouse.

According to Rob,
"I wasn't familiar with Epicor when I joined Sencon, but I must say it has surprised me! In particular, the implementation of Epicor's handheld devices, compared to SAP, was far superior – which I wasn't expecting!. As a huge global brand, I presumed SAP was 'the best of the best', but the Epicor system is better. It's easier to use, better supported and the quality of the interface is higher and more modern. All in all, it's fantastic, and so much simpler than the SAP system".

> "In just three months, implementing Epicor Kinetic Warehouse has led to a 67% improvement in our total part pick/putaway rates."

What Benefits Have Sencon Realised with Epicor Kinetic Warehouse?

Over a period of three months, Aspera Solutions worked with Sencon to implement EKW. And in Rob's own words,

"Reducing the time stores personnel spent on computers was the single most important objective of the whole project! Having to travel back and forth to computer terminals was wasting time in the warehouse, and allowing time for error, because people got distracted. The use of EKW on hand held devices has eradicated that, and we're delighted with the impact that such a simple change has made".

Following the project, the additional benefits triggered have been significant. For example:

1. Picking capacity has nearly doubled thanks to EKW

Sencon 'pick to kit' via a Kardex machine that has 69 shelves and over 3000 different parts. In 2022, the 4 man warehouse team completed 18,790 picks. In 2023, the team, which was one man down due to long-term illness, had completed 23,460 picks. That's a staggering 67% improvement that naturally delights management since the company is manufacturing more, in a shorter space of time.

2. Sales order processing has significantly improved.

The person responsible for sales order picking has calculated that he saves a minimum of 10% of his time every day, because the process has become more streamlined and efficient.

3. Bin and part scanning validation has become a lot more professional and accurate

Prior to EKW, multiple mistakes were made in bin and part picking because many of the company's parts look alike. Now, thanks to EKW, those mistakes are eradicated because both the bin, and the part, are scanned. If the scans don't match the order being fulfilled, then an alert is triggered and rectified immediately.

According to Rob, "When the system was manual, mistakes were made, and sometimes not caught until the order was half way across the globe and onsite with the customer! Thanks to EKW we're saving time, increasing accuracy, and saving money because we don't have to ship things twice".

4. New shipping labels are expediting invoicing and improving customer service

In the past, when Sencon packed a shipment, they would write the customer details on the box and attach a printout of the pick list, the commercial invoice, and the freight forwarders label before shipping. Once the fright company picked up the order, records were updated and an invoice generated. However, if the operator forgot to issue the dispatch confirmation, which happened from time to time, this lead to inaccurate shipment information, delayed invoicing and poor customer service.

With EKW this no longer happens because when the pack is complete, the system is triggered to print its own branded shipping label, which has the pack and order details within a barcode. When the freight forwarder collects it, the barcode is scanned, and automatically updates the Epicor system detailing that it has been shipped. The result is a more professional, branded delivery, with less errors.

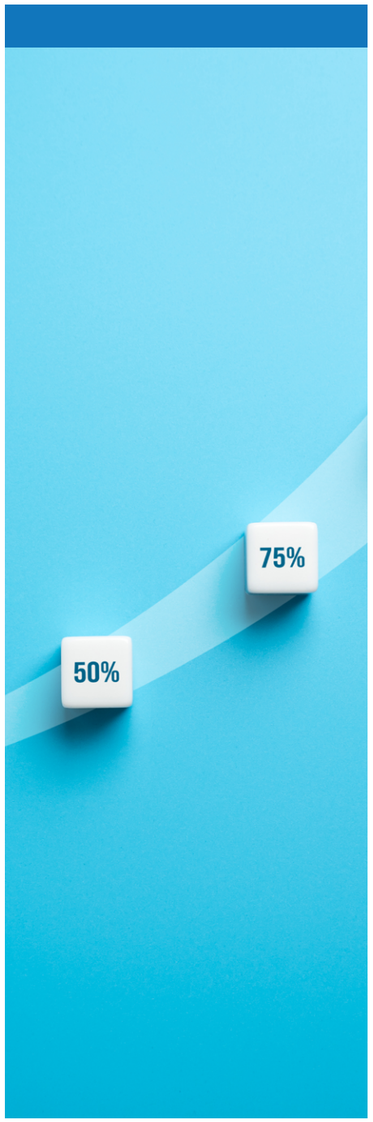
5. Warehouse Location Improvements

The combined use of handhelds and barcodes has led to an increase in the accuracy of parts being warehoused correctly, because alerts are triggered if the wrong part is scanned into the wrong bin.

6. Innovations in Cycle Counting

Historically, Sencon always shut down production and shipping for a week in December to complete a stock take. But, thanks to EKW they successfully trialled a new solution in 2023 – cycle counting.

The cycle count methodology saw Sencon set quantity and value criteria against its stock, to determine how frequently it needed to be counted (e.g. Category 'A', high value parts are recounted quarterly, medium value 'B' parts, are recounted bi-annually, low value 'C' parts, are counted once a year).



Then, the EKW handheld devices are used to perform regular stock counts depending on the criteria level set for that part. This means that errors are caught and rectified quicker, and actual stock levels more accurately match data reports.

In December 2023, in order to compare both techniques, Sencon ran the cycle count methodology alongside the annual stock take. The results found that the cycle count methodology was vastly superior to the annual stock take method, yielding accuracy levels of 92% or more.

Observations on Aspera Solutions

When asked about Aspera Solutions' involvement in the project, Rob responded,

"I expected to see improvements from this project, but the improvements have been far greater than I expected. Everyone has chipped in, worked well together, and you guys [Aspera], made it easy.

…All in all the implementation of EKW took about 3 months, using just 2 people here in Sencon. You guided us through the whole process and were at hand to answer any queries immediately.

…Without Aspera we couldn't have achieved these improvements. I'm not an IT guy but your consultants made it very easy for me to understand what we needed to do, when, and why. Coupled with that your support team is an absolute pleasure to deal with.

…We've come to really value your experience and the partnership we have."

> “We’re picking more parts with less people, increasing revenue, and getting more out the door, with more accuracy.”

Key Learning: Doers Need to Understand Why They Do What They Do!

While the EKW project continues to yield significant benefit within Sencon, it has also highlighted a significant flaw within the business – namely that a lack of system knowledge was damaging operational efficiency.

Labels were being produced for each part transaction, and these labels, which contain all pertinent information, were affixed to Sencon’s parts to guarantee easy identification. But not everyone that needed to ‘read’ those labels, was taught how to. As a result, some staff were unaware of the specifics of the items they managed, or the subsequent impact that delays, or mistakes could have on the broader business operations. As Rob commented.

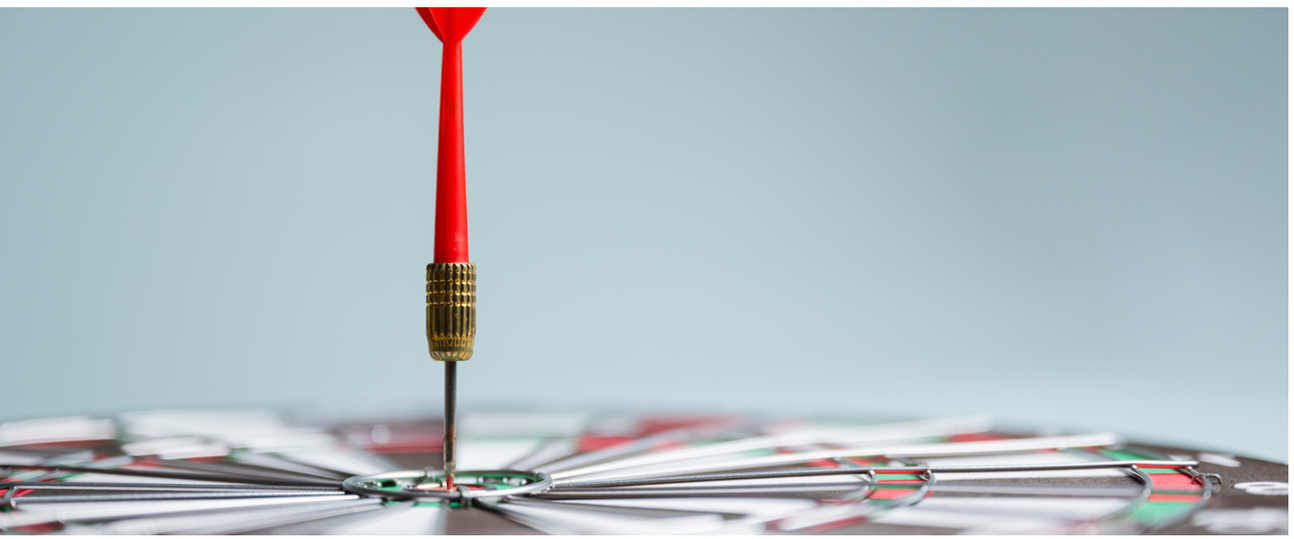
“Without knowledge, the people ‘doing the doing’ continue to do, but they don’t understand why, or its impact on the business. The EKW project and use of handhelds has made the power of real time data really clear to us, and it’s become an integral part of improving our operations”.

Final Quote

“In just three months, implementing Epicor Kinetic Warehouse has led to a 67% improvement in our total part pick/putaway rates. We’re picking more parts with less people, increasing revenue, and getting more out the door, with more accuracy. It’s a fantastic product implemented by a team that we trust. Job well done, Aspera!”.

> “Handheld devices eradicate errors and time wasting; significant improvements to sales order processing; more professional and accurate bin and part scanning validation.”

Contact *Aspera Solutions* for more detail.





Honda Motor Europe Logistics Modernizes Supply Chain with Delaware

While the automotive industry is undergoing a full transformation with numerous challenges for European players, IT service provider delaware has secured a major client contract. Over the next five years, they will migrate all legacy systems of Honda Motor Europe Logistics, currently spread across different silos, to a large, integrated SAP system. Honda, which has its European logistics hub in Ghent, is resolutely focusing on a future-proof supply chain to be ready for the electric automotive industry of tomorrow.

Honda Motor Europe Logistics in Ghent is Honda’s logistics hub for all of Europe, including the complete supply chain for spare parts. Each year, more than a million products – cars, motorcycles, outboard motors, lawnmowers, etc. – pass through the supply chain, which will undergo a radical transformation in the coming years. Honda’s spare parts supply chain comprehensively manages the logistics process, spanning from initial supplier orders to final customer delivery across Europe. This transformative project represents an enormous long-term effort, engaging more than 100 delaware employees and impacting approximately 1,000 Honda employees across Europe, as well as around 7,000 European sales points.

“We were looking for a strategic partner with deep industry expertise and a profound understanding of our complex business landscape, who formed a good cultural fit for our organization at the European level. Those elements, along with the passion and drive of the dedicated automotive team at delaware, plus their references in the sector, were decisive for us.”

- Erik Chabot,
Logistics Director,
Honda Motor Europe Logistics

A unified platform for a changing industry

“Our legacy systems are currently organized in separate silos. Spare parts, car accessories, motorcycle accessories, industrial motors for power products, OEM components... Each product family has its own processes. To build a future-proof supply chain, we wanted to start from scratch and harmonize all systems for Honda Motor Europe Logistics,” explains Erik Chabot, Logistics Director at Honda Motor Europe Logistics.

This transformation promises not only significant efficiency gains by consolidating multiple systems and processes but is also crucial to unlocking new potential and positioning Honda at the forefront of the automotive industry’s evolution.

“Our sector is undergoing a fundamental transformation. Take the aftermarket, for instance: historically focused on servicing combustion engines for over a century, it is now rapidly shifting towards sophisticated software solutions for electric vehicles. The sales process and the dealer’s role are being completely redefined. If we don’t proactively prepare our systems and logistics processes today, we risk being left behind tomorrow,” Erik Chabot emphasizes.

A strategic long-term relationship

Honda sought a strategic partner who could not only provide innovative solutions but also successfully manage the entire implementation. They selected delaware as their ideal collaborator.

“The pre-sales trajectory, which spanned nine months, was an intensive process that provided us with profound insights into Honda’s complex operational landscape,”



says Jonathan de Brouwer, partner at delaware. “Our extensive expertise in the automotive sector – which has become one of our most important industries over the past decade – is a critical differentiator. This includes our vast experience working directly with automotive manufacturers and managing comprehensive supply chain ecosystems. We are committed to building strategic, long-term partnerships where our clients become ambassadors. Our approach goes beyond individual client relationships, bringing clients together to create meaningful connections in the industry. We are exceptionally proud to welcome Honda Motor Europe Logistics to our portfolio. While the project’s scope and timeline are ambitious, our team is equally determined to deliver exceptional results.”

”At Honda, we were looking for a strategic partner with deep industry expertise and a profound understanding of our complex business landscape, who formed a good cultural fit for our organization at the European level and commit to a long-term collaborative relationship. Those elements, along with the passion and drive of the dedicated automotive team at delaware, plus their references in the sector, were decisive for us,” confirms Erik Chabot. “What truly sets delaware apart is their ability to speak our language – both literally and metaphorically.”

“Passion and good communication are the cornerstones of our approach,” explains Glenn Huybrechts, program manager at delaware. “We’ve already deployed over fifty specialized consultants on-site, who engage in continuous, detailed coordination with Honda’s teams. Our dedicated automotive experts don’t just recognize critical processes – they understand both the immediate and strategic challenges facing Honda’s business. This approach fosters a truly constructive and mutually respectful collaboration that goes beyond traditional consulting relationships.”

delaware

Detailed roadmap

The comprehensive project encompasses six aspects, for which a detailed roadmap has been drawn up:

- Logistics (units, spare parts, accessories);
- Aftermarket: spare parts & accessories sales
- Supply and planning;
- Administration and customs (stock and import duties);
- Master data and data migration;
- System architecture and security.

“The first four projects are already in the conceptual design phase. The next phases are creating blueprints and realizing the new processes at each location. It’s just like open-heart surgery: everything must continue to work at all times,” concludes Nico Claeys, program manager at Honda Motor Europe Logistics.





Making Science Transforms Its Business Model with SAP S/4 HANA

The company has exponentially increased its efficiency while equally improving the standardization of all its processes

Making Science Group is a marketing and technology consultancy that helps companies accelerate their digital capabilities. With 1,200 employees spread across 22 offices and presence in 15 countries, its goal is to meet the needs of its clients through three business lines: Digital Marketing & AdTech, Cloud, Software, AI & Cybersecurity, and Raising Tech.

Making Science offers its clients end-to-end capabilities necessary for consulting, development, and integration through three solutions supported by generative AI: Gauss AI, Ad Machina, and Trust Generative AI. It has a global network of delivery hubs that drive job creation and the availability of highly skilled technological talent for the development of projects that accelerate transformation and modernization.

The organization leaders were looking for a scalable and robust platform in a cloud environment, capable of serving their more than 850 clients and their 22 work centers, hence the decision to opt for the SAP S/4HANA Public Edition and SAP SuccessFactors platform.

Challenges and opportunities

- The company needed to update its IT systems with a platform that would improve the performance of its processes, increase its efficiency, and unify the information from all offices located in different countries.

- The objective of Making Science with SAP S/4 HANA Public Edition and SAP Success Factors was to centralize all information with a robust solution that would facilitate decision-making and improve the efficiency of their processes.

Why SAP? And SEIDOR?

- The Making Science plan was to integrate SAP as part of the company's business strategy, thanks to its ability to adapt to the changing needs of organizations. To achieve this, an implementation plan was established in collaboration with SEIDOR in Italy, France, the United Kingdom, the United States, and Ireland.

- Making Science decided to trust SEIDOR as a technological partner for this project because, in addition to being a leader in Spain in the implementation of SAP ecosystems, it has a very powerful international network that can support the implementation of the solution in all the countries where the company is present.

Benefits

- The most relevant benefit has been the transformation of their business model, increasing efficiency and improving the standardization of all their processes.
- An important reduction of repetitive tasks has been achieved through automation and the availability of necessary strategic information for the business in real-time for all levels of the organization.
- Greater operational efficiency and increased productivity.

"Working with SEIDOR has been a very positive experience, they have accompanied us in the implementation and also in the continuous improvement phase, helping us to better understand our business processes and providing us with the necessary support to continue growing and increasing our productivity. In addition to improving the daily management of accounting, projects, financial analytics, and human resources management."

- Javier Mora
CIO of Making Science



About SEIDOR

SEIDOR is a technology consulting firm offering a comprehensive portfolio of solutions and services, covering areas such as Artificial Intelligence, Edge, Customer Experience, Employee Experience, ERP, Data, Application Modernization, Cloud, Connectivity, and Cybersecurity. With over 10,000 highly skilled professionals, SEIDOR has a direct presence in 45 countries across Europe, Latin America, the United States, the Middle East, Africa, and Asia. The firm is a trusted partner of the world's leading technology providers.



A Leading Superannuation Fund

Lánluas Provides Advisory Services For A Leading Australian Industry Super Fund

HIGHLIGHTS OF THE PROJECT

Successfully implemented TechnologyOne from day one

Helped configure the software to suit the organisation's needs

Trained team members to ensure internal confidence with the system

Provide ongoing consulting as required to support the business' evolving needs

TechnologyOne advisory services for a leading Australian super fund.

Adopting a powerful tool like TechnologyOne can be incredibly exciting. It presents countless opportunities for business optimisation across all departments. But without the right expertise to configure and train staff on how to use it, many organisations find the process more confusing and frustrating than beneficial.

When an Australian industry superannuation fund for workers in the health and community services sectors approached Lánluas about advisory services for TechnologyOne, we jumped at the opportunity to help them get set up. Our team of experts was able to provide advice and consulting from implementation, through adoption, and post go-live.

Having worked with the organisation for over 18 months now, Lánluas has become a trusted advisor on not only implementing TechnologyOne, but enhancing its use with other software and services. We're pleased to have supported this client at all stages of the process, and continue to do so.

The Challenge We Faced

Having already flagged TechnologyOne as their chosen enterprise solution, our industry super fund client soon found themselves lacking the expertise needed for the initial implementation. In other words, they had access to a big, fancy enterprise software solution – but no idea how to use it!

There are hundreds of ways to benefit from TechnologyOne. Our client just needed help tailoring the experience for their own team and business. Lánluas was brought on as a strategic partner to augment the TechnologyOne configuration, and to act as an ongoing advisor on its use, to achieve best outcomes.

The Solution We Offered

Initially, our team of experts worked with the client to set up the software solution. Our role was to act as the client's in-house TechnologyOne expert: to align the design with business requirements; to augment the client's project team with capacity and capability; and to train business users as new functionality was adopted.

More specifically, we assisted with:

- *Ci Anywhere* Financials augmentation – initial workshops, through design, configuration, testing and go-live, and ensuring business stakeholders were onboard at every stage of the project.
- Implementation of Lánluas' Datamation™ – accounts payable/supplier invoice processing automation solution, extracting data from supplier invoices and importing that data seamlessly into TechnologyOne, with over 99% accuracy.

Having worked with this client for over 18 months now, we've taken them on a journey from 'confused' to 'confident', ensuring their team is comfortable using the suite of solutions available to them through TechnologyOne. This has involved the delivery of key user and end-user training, consulting support during go-live, and further functional enablement.

Further enablement of TechnologyOne includes Enterprise Budgeting, Ci Anywhere Analytics and Dashboards, XLONE Report writing and training, ETL business solutions, third party system integrations, forms enhancements, bank reconciliations, accounts receivable, new entity and bank account configuration.

The client now utilises our Supported Application Service (SAS) for system administration and BAU requests with a dedicated account manager.



"We've been working with this client for close to 18 months now. We initially got involved at the very start of their TechnologyOne implementation. The client was new to the solution and needed help to complete their initial implementation. We came on board to augment, to review the configuration from TechnologyOne and to act as their advisor to get the best outcomes for them."

- Matt Lucarelli, Regional Client Director - Lánluas Consulting

The Final Outcome

Lánluas has extensive experience working with TechnologyOne Finance and Enterprise Budgeting Systems across different types of businesses and industries. This made us the perfect partner to help to enable transformation throughout the client's finance and budgeting operations, with a complete, considered, and logical approach to adopting TechnologyOne's application suite.

Our client is now up and running with TechnologyOne, feeling supported and confident in using it to support numerous business functions, including enterprise budgeting, advanced accounts payable and third-party interface capability.


ERPNEWS