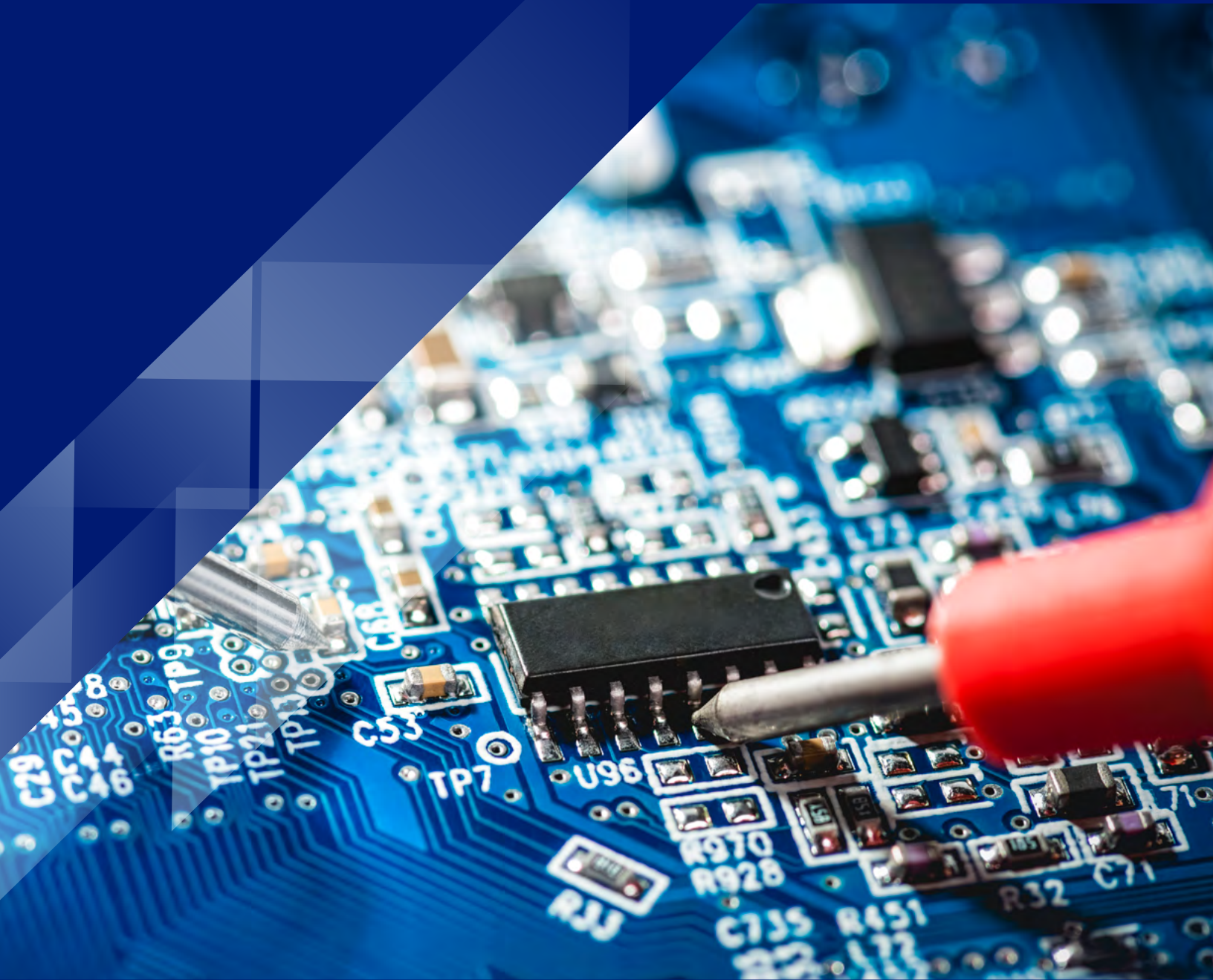# SYSPRO
# Switched-on ERP for
# Electronics Manufacturers

As an electronics manufacturer, you face constant pressure to create innovative new products that are not only durable, relevant and cost effective, but also products that stay ahead of the technology curve. The pace is frenetic, design and production times are short, and time to market is the difference between success and failure.

## Key issues driving the competitive landscape include:

- Changing cost structures with strategic moves to outsource secondary components

- Integration of technologies outside the primary landscape

- R&D lead times

- Strategic CAPEX – using mature products to fund R&D of new products

- Energy efficiency

- "SMART" products connecting people, objects and virtual reality

- Consumer "value addiction" affecting quality of product

- Distribution disruption

To succeed, you need an ERP solution that enables automation, integration, visibility and cross communication across your entire supply chain, while controlling short product life cycles and long procurement lead times - while dealing with indirect sales channels and complex supply chains.

**At SYSPRO we offer scalable, agile "SMART" solutions. From demand management to customer management we understand the underlying need for capital productivity, synchronous manufacturing and network effects.**

SYSPRO gives companies in the electronics industry the agility to succeed in this dynamic environment by allowing business insights to create a lens into the controllable business levers and promoting a strategy that removes internal constraints to market. The spill-over of this includes:

- Lower inventory levels

- More efficient and agile R&D times

- Reduction of operating expenses

- Improved delivery times

- Effective component sourcing (needs: legislative, governance, customer)

- Improved forecasting  (improved integrity, traceability in achieving a synchronous landscape)
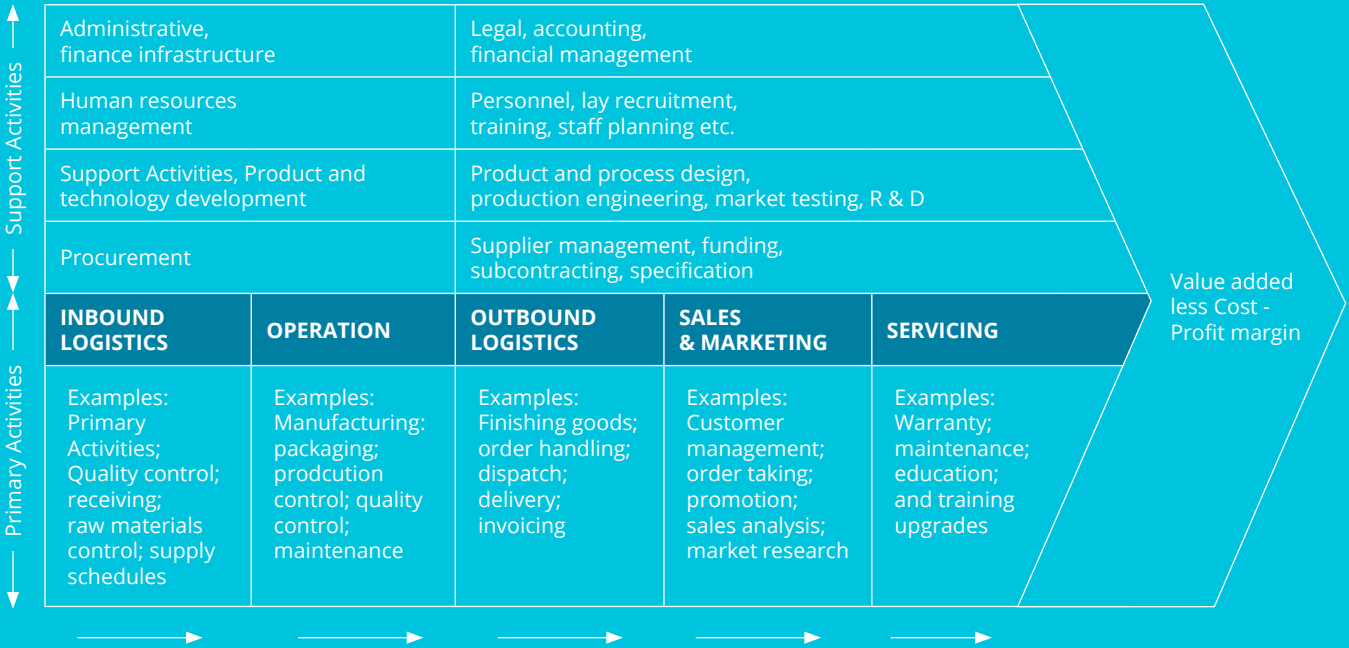
- Agility and flexibility throughout the lifecycle

These all improve the bottom line, shareholder returns and cash flow.

SYSPRO's 40 years of specialization in the electronics manufacturing sphere has enabled us to design industry-specific software to overcome the unique challenges of this industry. SYSPRO's Manufacturing Operations Management MES, Lot/Serial Tracking, Work-in-Progress inspections, Procurement Planning and Electronic Data Interchange (EDI) solutions are just some of the features that have made us a leader in world-class business software solutions for the Electronics industry.

## Electronics Value Chain Focus Areas

- Improve TTM

- Supply-chain collaboration

- Differtiate, personalise and customise

- Optimise operations

| Support Activities | Administrative, finance infrastructure | Legal, accounting, financial management | | | |
|---|---|---|---|---|---|
| | Human resources management | Personnel, lay recruitment, training, staff planning etc. | | | |
| | Support Activities, Product and technology development | Product and process design, production engineering, market testing, R & D | | | |
| | Procurement | Supplier management, funding, subcontracting, specification | | | |
| Primary Activities | **INBOUND LOGISTICS** | **OPERATION** | **OUTBOUND LOGISTICS** | **SALES & MARKETING** | **SERVICING** |
| | Examples: Primary Activities; Quality control; receiving; raw materials control; supply schedules | Examples: Manufacturing: packaging; prodcution control; quality control; maintenance | Examples: Finishing goods; order handling; dispatch; delivery; invoicing | Examples: Customer management; order taking; promotion; sales analysis; market research | Examples: Warranty; maintenance; education; and training upgrades |

Value added less Cost - Profit margin

# Optimize Management and Planning with Improved Visibility

**Increase productivity, minimize loss and lower production costs with SYSPRO's Manufacturing Operations Management solution.**

To gain the competitive edge, you must be agile at all levels of operation - without increasing costs and waste or sacrificing efficiency. Whether you use line, batch or project processes, your scheduling activities must balance competing objectives. This includes the efficient management and execution of re-scheduling activities when business priorities and plans change or unexpected events occur.

Having the capability to create and execute an achievable schedule requires a comprehensive view of your current situation and available resources, as well as the tools to perform efficient re-scheduling if necessary.

SYSPRO's Manufacturing Operations Management is a powerful advanced planning and scheduling solution that empowers you to quickly create and share flexible and reliable production plans. This manufacturing execution system (MES) offers a unique level of delivery, cost and quality control of manufacturing operations for job shop, batch production, production line and mixed mode environments.

The solution enables organizations to generate accurate schedules that consider constraints around people, machines, tooling and material. You are then able to ensure you make best use of your available capacity to deliver to customers faster and in the most cost-effective way.

## Manufacturing Operations Management can help you:

- Deliver faster to your customers

- Control labor and machine costs

- Reduce downtime and bottlenecks

- Measure and improve product quality
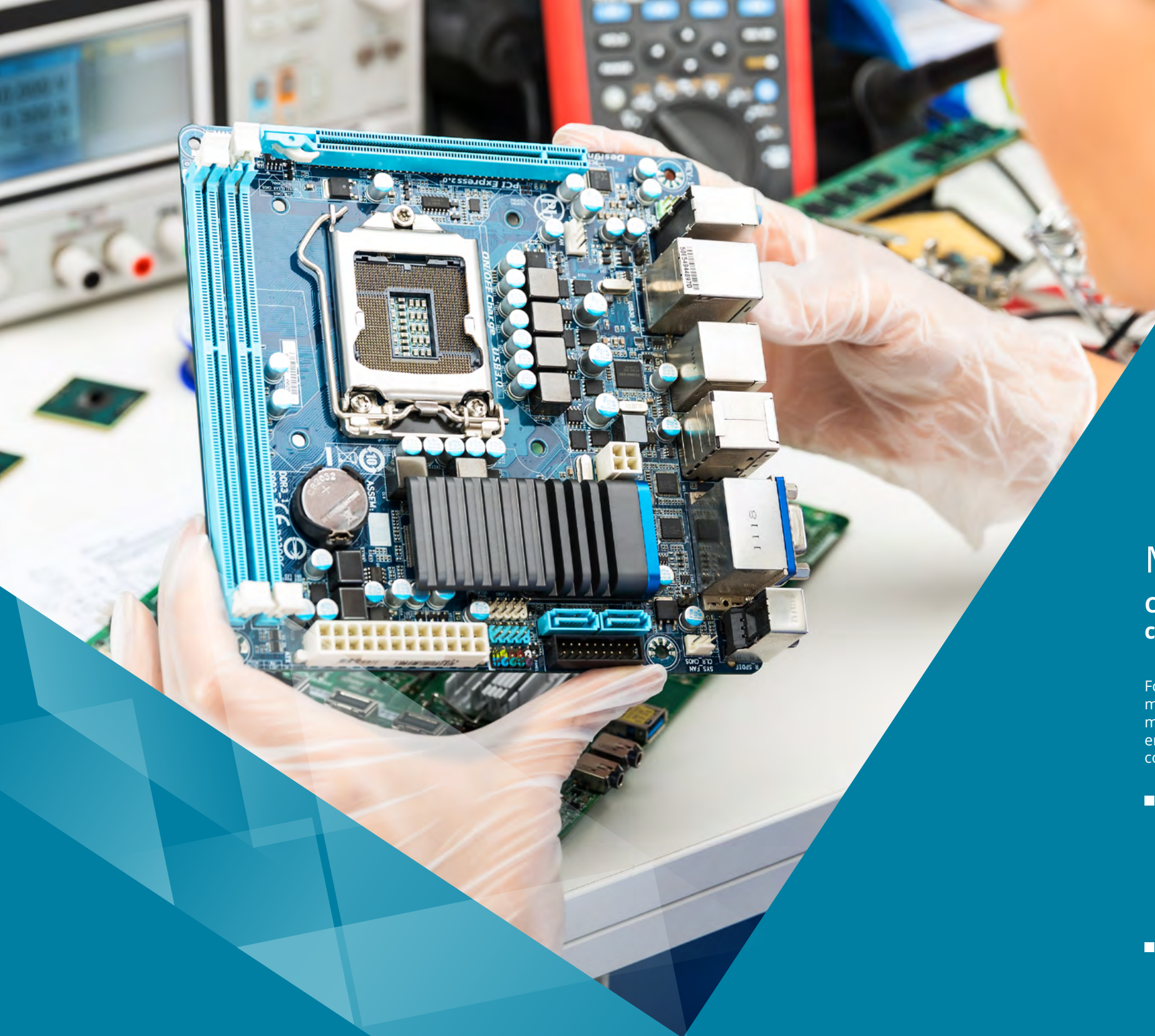
- Increase productivity and output

# Control Product Design Changes

**Improve control over product life cycles through efficient management of design revisions.**

With the large number of components in electronic products, the efficient management of design revisions is central to maintaining control over your product life cycles. SYSPRO's extensive features enhance the centralized management and control of the process, while its comprehensive security, customization and multi-lingual capabilities enable you to provide secure access to external collaborative partners around the globe.

- **Import facilities and SYSPRO e.net Solutions** facilitate improved electronic collaboration with customers for the creation of customer-specified designs, while our Contact Management System provides a central area for the recording and querying of all communications regarding collaborative activities.

- **Multi-level bills of material for designs** modelled on CAD systems are automatically updated into SYSPRO, thereby reducing double-entry and the margin for error. In addition, other product-related data such as technical drawings can be imported and linked to the relevant products in SYSPRO, while photographs, video clips and other multimedia files can be linked and viewed on demand.

- **SYSPRO Engineering Change Control (ECC)** features enable the creation of user-defined Work-flows to control the product development process and ensure electronic sign-off. Transactional data is controlled through a paperless approval and authorization mechanism including ECC event triggers as defined by an organization.

- **Control over part revision** is also seamlessly handled by the Engineering Change Control (ECC) solution. ECC provides the tools to record and track revisions of products and parts for design as well as sales and replenishment purposes. ECC's queries, audit trail, history and archive facilities give quick online access to details of prior versions, as well as the option of reverting to the use of a prior version. In addition, the ability to attach copies of product design drawings to version and release levels provides access to visual details of revisions.

- **Forecasts, customer history and the ability to copy previous sales order** details into new customer orders enable users to quickly determine the correct revision and release levels for demand generation and sales purposes. The Material Requirements Planning (MRP) system provides an integrated picture of supply and demand, enabling control of whether MRP should raise suggested supplies for demand of non-current revision.

- **The integrity and reliability of product design data** and versions are strengthened through the rich functionality in SYSPRO's Inventory, Bill of Material and Engineering Change Control modules. Together they provide centralized control of and visibility into product life cycles, ensuring that all Product Lifecycle Management (PLM) participants, whether internal or external, are working collaboratively to the same specifications.

# Manage Traceability and the Recall Process

**Continuous improvement programs enable zero-defect initiatives and compliance, and minimize product recalls.**

For compliance – whether government or customer-driven – the ability to ensure part traceability from material origins through manufacture to final destination is integral to guaranteeing products against defective materials and workmanship. SYSPRO aids the process by implementing zero-defect initiatives, thereby enabling the automation of processes that monitor product quality. The system facilitates the execution of continuous improvement programs by helping identify quality problems as they occur.

■ **SYSPRO facilitates the recording of traceability and quality data** on materials and products from purchasing through inspection, manufacturing, manufacturing inspection, stocking and sales. This enables real-time tracking of supplier performance, quality and warranty metrics. These serial tracking and lot traceability features provide powerful queries that enable both upward and downward searches by stock code, lot number/serial number and transaction type. Flexible reporting allows for the fast extraction of trace reports.

■ **SYSPRO enhances the supplier selection process** through features such as approved manufacturers and supplier scorecards. Supplier performance and reliability can be tracked on a number of levels, including delivery performance and performance relative to other suppliers. Purchased goods inspection implements controls over the quality of delivered raw materials, while the work-in-progress inspection facilities enable quality validation and grading of manufactured products.

■ **SYSPRO Contact Management System** enables a company to create and work with 'one source of the truth' helping to overcome the challenges associated with information fragmentation and inconsistency, empowering users to improve the management and sharing of vital information about their customers, suppliers or prospects. CMS is one of the primary technology solutions for businesses to gain better control of sales, marketing and customer service information and processes.

# Improve Forecast Accuracy

**Minimize forecast errors by fine-tuning the balance between supply and demand**

While forecasting is, by definition, an inexact science, its purpose is to improve the accuracy of predictions and thereby enable the fine-tuning of the balance between supply and demand. In forecasting environments where product ranges and configurations are extensive, bills of material are complex and raw material and component lead times are long, improved forecast accuracy is essential to minimize inventory holding and obsolescence costs without compromising customer service or brand loyalty. Forecast accuracy depends not only on the regular evaluation of the forecast error, but also on the integrity and nature of the source data. SYSPRO provides tools to track and evaluate forecasts, as well as to identify the possible causes of forecast errors. These tools assist in optimizing forecasts to produce the best possible outcome with minimum forecast error.

- **SYSPRO Inventory Management solutions** provide a unified view of inventory, based on real-time data at each stocking location – in transit, at the finished goods warehouse, on the factory floor, expected components and raw material from suppliers, and outstanding orders from customers. This detailed real-time data is essential for effective customer service and profitable management.

- **SYSPRO's Inventory Forecasting** facilitates the entry of manual forecasts, as well as the automatic generation of forecasts via a variety of forecast algorithms, including those that compute for trends, seasonality and cyclical events. Furthermore, **SYSPRO's proxy functionality** enables the forecasting of new products based on the sales history of similar superseded products which is useful in industries where product life cycles are short.

# Minimize Obsolescence

**Continuous improvement programs enable zero-defect initiatives and compliance, and minimize product recalls.**

Rapid innovation is critical to remaining competitive and strategies to optimize inventory without sacrificing customer service and quality are essential. SYSPRO automates and streamlines the order-to-delivery process, providing complete visibility across an integrated view of operations. The SYSPRO Inventory, Inventory Optimization and Material Requirements Planning modules provide the tools to help reduce forecast errors, manage seasonality and optimize inventories to meet customer service targets.

◼ **The Inventory Optimization suite**  provides comprehensive tracking and analysis of forecasts, as well as slow-moving, excess, active and static stocks. Powerful features enable accurate obsolescence provisioning, product rationalization programs and targeted promotions on slow moving and end-of-life stocks.

◼ **Excess component, work-in-progress and finished goods inventory** is further alleviated through the use of SYSPRO's powerful forecasting and Material Requirements Planning (MRP) features. These provide a complete view of independent and dependent demand and supply, and accurate time-phased requirements with comprehensive pegging. Component-to-operation linking, along with order policy, lead time and time fence features enable accurate Just in Time (JIT) based materials replenishment.

◼ **Efficient automation, management and the tracking** of product life cycles are provided through the Inventory, Bill of Materials and Engineering Change Control modules, thereby streamlining time-to-market processes. Efficient warehouse and shelf-life management is provided through SYSPRO's powerful inventory, warehouse management, lot tracking and serial tracking functionality.

# Manage and Control the Return Process

## Streamlined, automated processes and actions for authorizing and tracking customer returns, warranty claims and complaints

SYSPRO enables companies to streamline and automate the processes and actions involved in authorizing and tracking customer returns, warranty claims and complaints. This in turn facilitates targeted improvement programs to help reduce the time and costs associated with such events and improve product quality.

- **The SYSPRO Return Merchandise Authorization (RMA)** module rapidly processes customer returns and the resulting corrective actions such as receipting, exchanges, cross-shipments, repairs, scrap and credits, as well as charges for returns and restocking activities. Action codes, notes and user-configured returns classifications facilitate comprehensive analysis and reporting.

- **The power of SYSPRO's returns automation** is further enhanced by its seamless integration with the system's serial tracking, lot traceability, quality and engineering change control capabilities.

- **SYSPRO Workflow Services** will facilitate the returns and complaints processing in a consistent coherent flow for all users, further reducing the time and effort associated with these activities.

# About SYSPRO

Established in 1978, SYSPRO is an industry-built Enterprise Resource Planning (ERP) solution designed to simplify business complexity for manufacturers and distributors worldwide. SYSPRO provides an end-to-end business solution for optimized cost control, streamlined business processes, improved productivity, and real-time data analysis for comprehensive reporting and decision-making. SYSPRO is highly scalable and can be deployed either in the cloud, on-premise, or accessed via any mobile device.

What sets SYSPRO apart is an unwavering, sustained focus on the manufacturing and distribution sectors. Combined with a practical approach to technology and a passionate commitment to simplifying business processes, SYSPRO dedicates itself to the success of its partners and customers alike. SYSPRO dedicates its resources to the advancement and improvement of the complex and changing needs of its customers. Recognized as a leader in customer service, SYSPRO has one of the highest customer retention rates in the industry.

SYSPRO's intuitive product features, business intelligence capabilities, and easy deployment methodology are unmatched in the marketplace. The depth of software functionality and targeted industry knowledge makes SYSPRO an excellent fit for a number of select manufacturing and distribution industries, including food and beverage, machinery and equipment, electronics, fabricated metals, automotive, and many more.

Find out how an industry-specific SYSPRO ERP solution can help you overcome the challenges of the Electronics manufacturing industry and ensure your growth and profitability well into the future.

SYSPRO has more than 15,000 licensed companies in over 60 countries.

# SYSPRO™

Simplifying your Success

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