SYSPRO 8

SYSPRO SOFTWARE

Enterprise Resource Planning (ERP) for
Discrete Manufacturing
Process Manufacturing
Mixed-Mode Manufacturing
Manufacturing for SMBs

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TEC CERTIFICATION REPORT

TEC Certification Reports provide detailed analysis of leading software
solutions that have successfully completed TEC's Certification Program

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About This Report

Product: SYSPRO

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Technology Evaluation Centers (TEC) is pleased to announce that SYSPRO by SYSPRO Software is now TEC Certified for online evaluation of Discrete Manufacturing, Process Manufacturing, Mixed-Mode Manufacturing, and ERP for Manufacturing (SMB) solutions in the ERP Evaluation Center. The TEC Evaluation Centers enables you to compare and evaluate functionality based on TEC's comprehensive models of business software. Data used in the Evaluation Centers are obtained from the vendors' responses to TEC's research questionnaire. Certification ensures that SYSPRO Software has demonstrated SYSPRO's support for specific real-world business processes chosen by TEC analysts, and that TEC analysts have analytically and comparatively reviewed research questionnaire data about SYSPRO against known benchmarks.

SYSPRO—Experience and Expertise for the Long Haul

SYSPRO Software is an established enterprise resource planning (ERP) software provider that has been providing solutions to manufacturing and distribution organizations for more than 40 years. SYSPRO was founded in 1978 in Johannesburg, South Africa. The company's global office has recently been established in the United Kingdom, while South Africa remains a major product development center, and Johannesburg remains the base for the SYSPRO Corporate team. SYSPRO's United States headquarters are in Tustin, California. The SYSPRO software solutions are used by more than 15,000 corporate customers with more than 300,000 end users in over 62 countries across 6 continents. The software is available in English, Spanish, French, and Chinese, and can be easily configured to support other languages.

The SYSPRO ERP solution supports a variety of manufacturing and distribution verticals and can be deployed either in the cloud or on premises. The key manufacturing and distribution verticals supported include automotive parts and accessories; electronics and electrical; fabricated metal; food and beverage; industrial machinery and equipment; medical device; packaging; and plastics and rubber. While SYSPRO's core base is midmarket businesses, the ERP solution is used by a number of large, diversified, multinational organizations.

SYSPRO ERP is known for providing extensive support for its customers' complex industries across an impressive range of manufacturing types, including assemble-to-order (ATO), batch, discrete, engineer-to-order (ETO), job shop, make-to-order (MTO), make-to-stock (MTS), process, and a mix of these different modes.

A vertical industry breakdown of SYSPRO's customer base is shown in figures 1 and 2, depicting that SYSPRO can support operations in a broad range of some of the more complex manufacturing and distribution industries. SYSPRO has a strong track record and footprint in the markets it specializes in and supports.
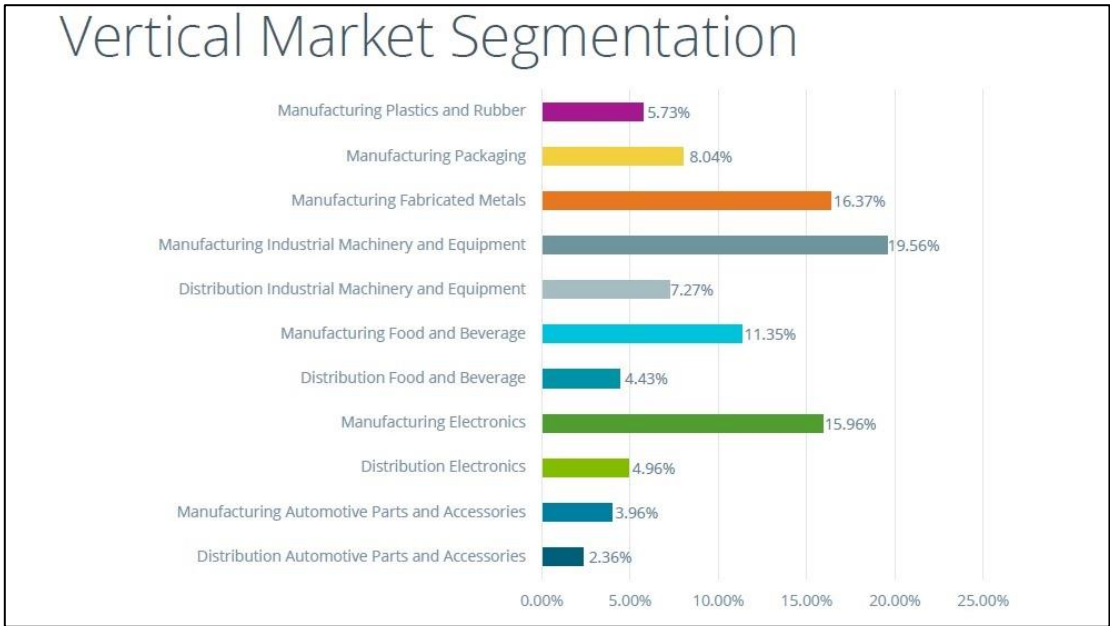
Figure 1. SYSPRO customer base by vertical industry

Figure 2. SYSPRO target markets and selected current customers

SYSPRO's solution is sold and supported primarily through a large channel of more than 1,500 partner resources across the globe. A key to SYSPRO's longevity and success is the relationships the provider builds with its partners. SYSPRO doesn't want partners that will simply sell and drop the software on a customer. SYSPRO's partners, like SYSPRO itself, are experts in their field that bring their own regional and industry experience to the table for SYSPRO's customer base. SYSPRO prides itself on being a partner to both the reseller and the customer, with extensive training programs available via its PartnerUP program.

SYSPRO is still a private company whose commitments are to make the software simple to use, provide the expertise and specialization to tackle difficult industry challenges, and ensure that the solution will be future-proof and support organizations for the long haul. The company now also has a true unified global approach rather than each business unit (i.e., APAC, EMEA, and Americas) having its own regional go-to-market approach, profit-and-loss (P&L) statement, and more, as was the case previously.

Benchmark Results for SYSPRO

The TEC Focus Indicator presents the results of benchmarking SYSPRO against an **Industry Average**. TEC calculates the industry average for a given software market space based on product data from real-world software solutions, scoring solution support for hundreds to thousands of features and functions. The Industry Average circle in the middle of the graph is a normalized representation of the average of the scores.

- The Focus Indicator represents neither the quality of the product nor an absolute quantity of supported functionality. Rather, the **graph is normalized** to show *support relative to the average quantity of functionality supported*.
- The functional criteria have been equalized (attributed equal weight).
- High and low thresholds have been set in order to create the "Dominant", "Competitive", and "Minimal Support" zones (see below for more details).

Reading the TEC Focus Indicator

The axes represent the main modules of a typical ERP product and the red dots show the relative support of the product compared with the Industry Average. The closer a red dot is to the center, the more functionality the product supports for that module.

The **Industry Average circle** marks the relative support of the average ERP product within the indicated market space.

The **Dominant Zone (green)** shows where the product supports more functionality than the average solution. Dominant modules are likely to be competitive differentiators for the vendor.

The **Competitive Zone (white)** shows where the product supports about the same amount of functionality as the average solution. This typically indicates that most vendors in this market space support this functionality.

The **Minimal Support Zone (red)** shows where the product supports less functionality than the average solution. Minimal Support modules might indicate less of a focus for this functionality, as it may not have as much of an importance within the vendor's target market.

If your needs correspond to modules ranked closer to the center of the Focus Indicator, SYSPRO may be an application worth evaluating.

SYSPRO for Discrete Manufacturing

This **TEC Focus Indicator™** shows you which types of functionality are likely differentiators for the SYSPRO application in the discrete manufacturing software space.
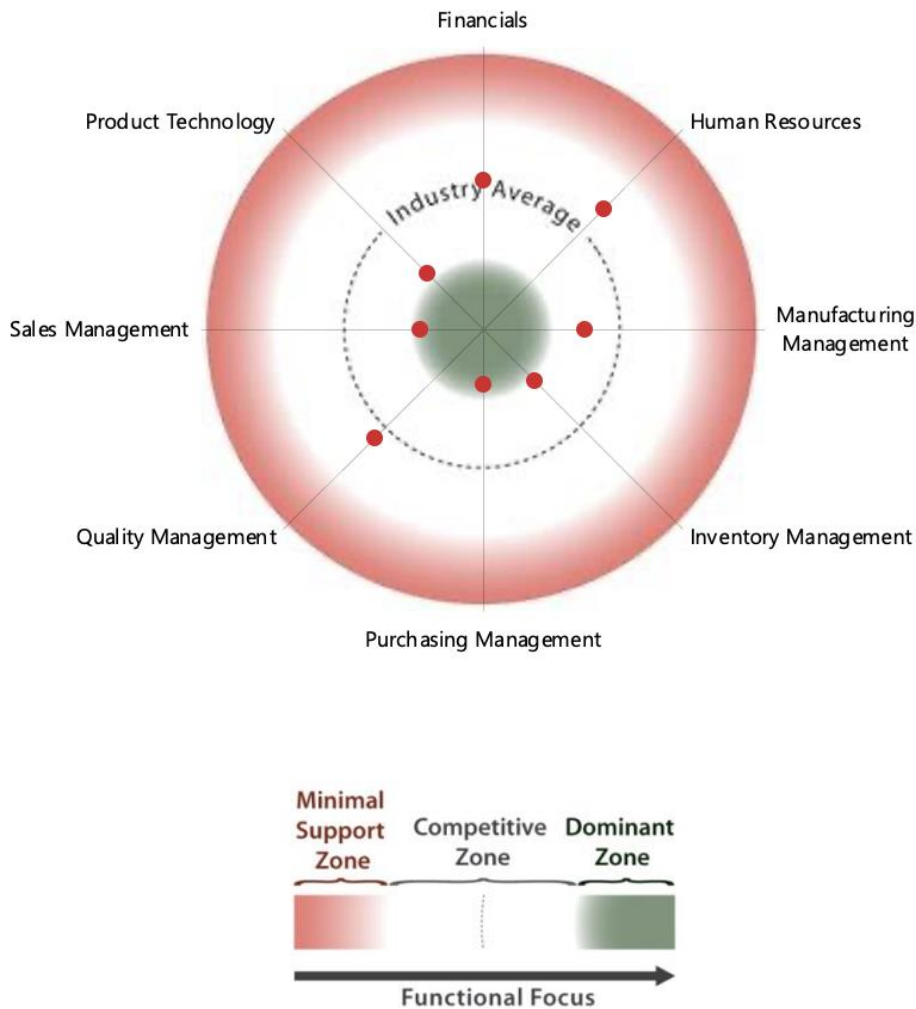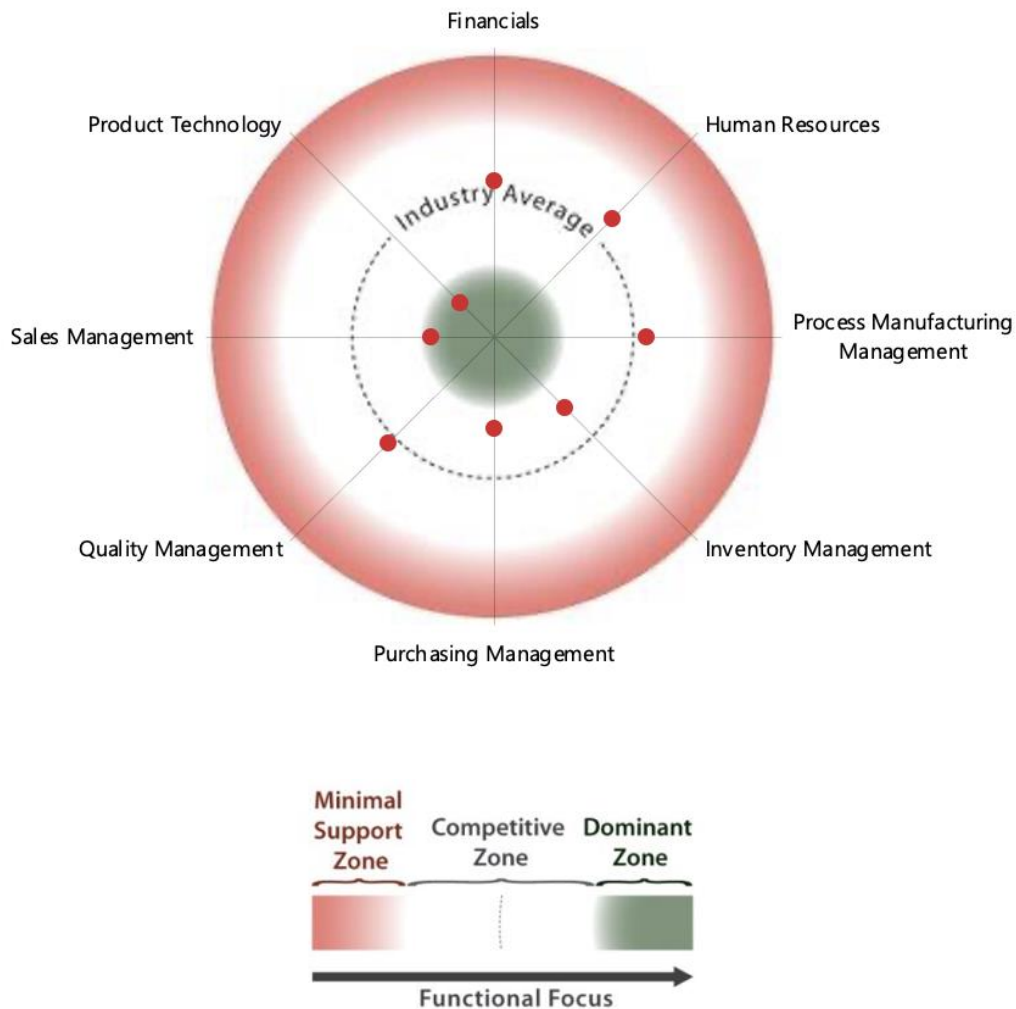

TEC Focus Indicator for SYSPRO for Discrete Manufacturing

ERP for discrete manufacturing includes functionality that addresses the specific requirements of manufacturing distinct items. It supports a company's full cycle of manufacturing in a discrete environment.

Use TEC Advisor to compare SYSPRO with other discrete manufacturing solutions, according to your organization's needs and characteristics. Compare now.

SYSPRO for Process Manufacturing

This **TEC Focus Indicator™** shows you which types of functionality are likely differentiators for the SYSPRO application in the process manufacturing software space.
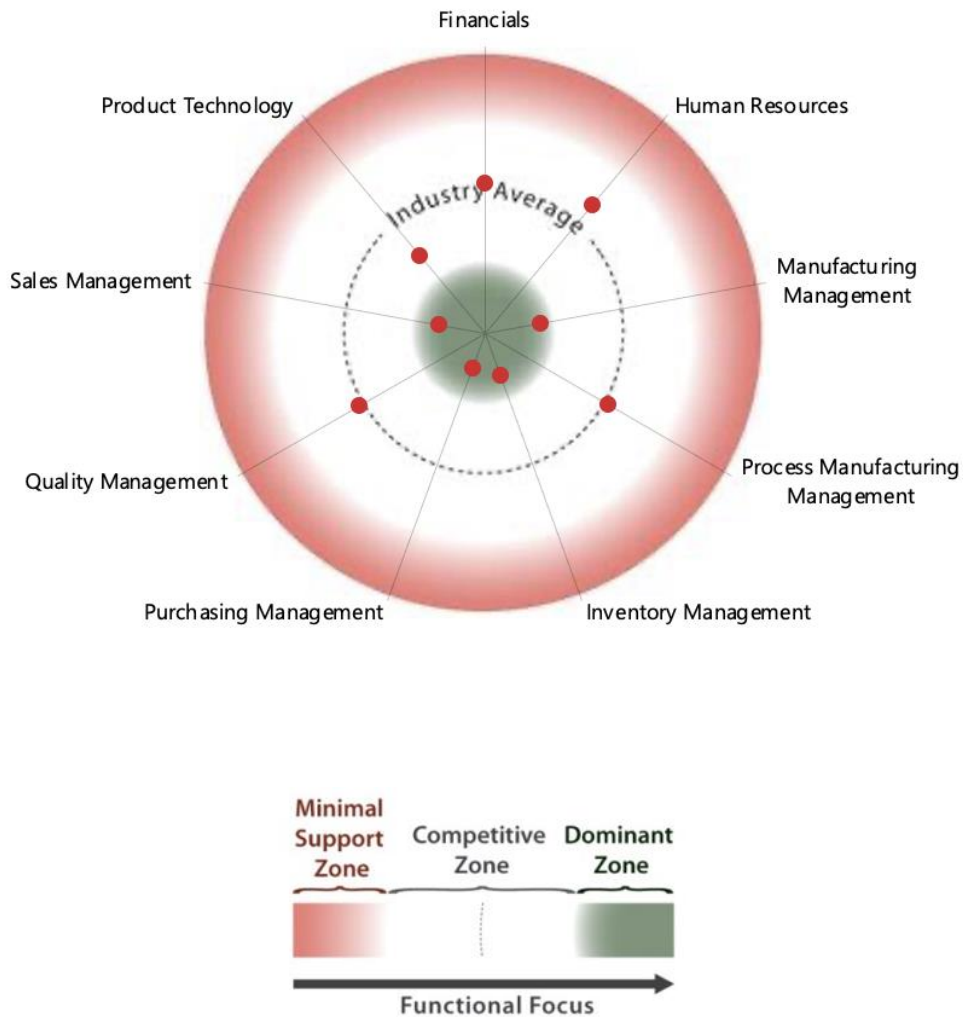

TEC Focus Indicator for SYSPRO for Process Manufacturing

ERP for process manufacturing supports the requirements of companies that manufacture products via formulas and recipes. Process manufacturing tracks products by batch or lot of product.

Use TEC Advisor to compare SYSPRO with other process manufacturing solutions, according to your organization's needs and characteristics. Compare now.

SYSPRO for Mixed-Mode Manufacturing

This **TEC Focus Indicator™** shows you which types of functionality are likely differentiators for the SYSPRO application in the mixed-mode manufacturing software space.
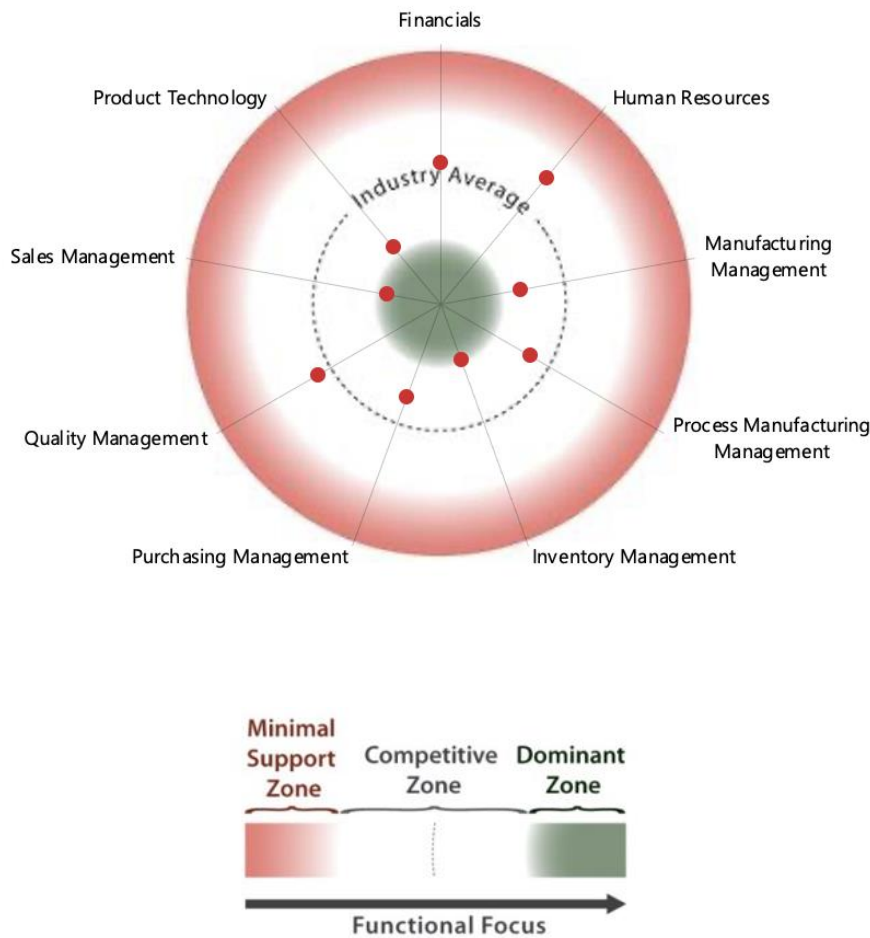

TEC Focus Indicator for SYSPRO for Mixed-Mode Manufacturing

ERP for mixed-mode manufacturing gives organizations the agility to handle both discrete manufacturing (production of distinct items) and process manufacturing (which uses formulas or recipes).

Use TEC Advisor to compare SYSPRO with other mixed-mode manufacturing solutions, according to your organization's needs and characteristics. Compare now.

SYSPRO for ERP for Manufacturing (SMB)

This **TEC Focus Indicator™** shows you which types of functionality are likely differentiators for the SYSPRO application in the ERP for manufacturing (SMB) software space.

TEC Focus Indicator for SYSPRO for ERP for Manufacturing (SMB)

ERP for SMB manufacturing offers functionality for a manufacturing environment, along with an accounting system. It is based on a combination of discrete and process manufacturing functionality that is suited to smaller companies; however, it does not include the multi-everything functionality that may be required by larger companies.

Use TEC Advisor to compare SYSPRO with other ERP for manufacturing (SMB) solutions, according to your organization's needs and characteristics. Compare now.

Product Review: SYSPRO

Several product experts from SYSPRO gave TEC a live product demonstration of SYSPRO, highlighting the application's platform capabilities and the ability to execute a number of real-world business processes. The platform capabilities include the system's underlying reporting and analytics, workflow, mobility, and social features. The business processes included core mega processes needed for manufacturing and distribution such as procure to pay, inventory management, product configuration and manufacture, and core financial functions.

Fit and Finish

SYSPRO offers three user interfaces (UIs), starting with the traditional rich Windows App UI. The newer browser-based UI is named Avanti (figure 3). The Avanti UI is a modern, visually appealing user experience (UX). The Italian word *avanti* is used to mean "moving forward."
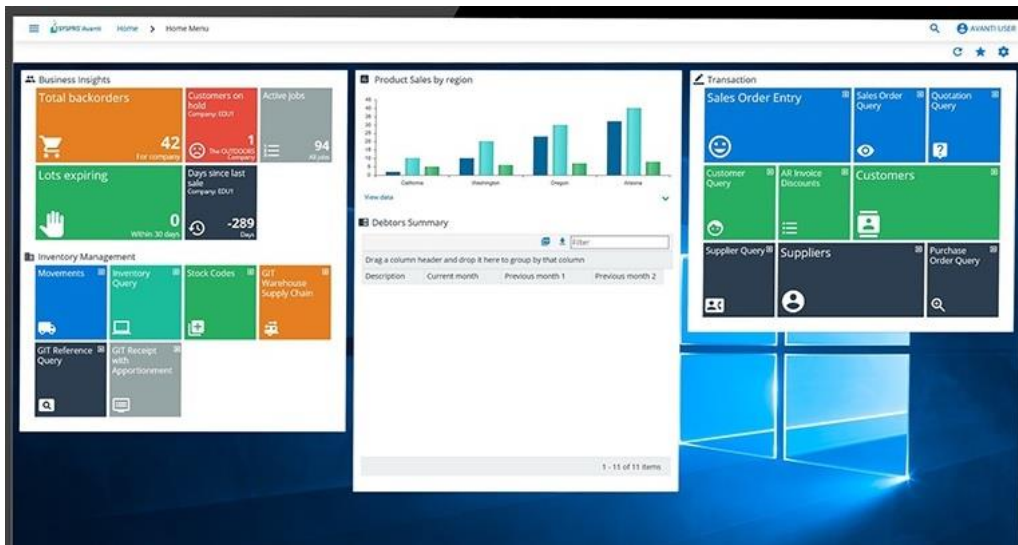

Figure 3. Avanti home screen on tablet

In figure 3, we see how a user may organize their workspace. The panel on the left of the screen shows business insights, which consist of lists of metrics and key performance indicators (KPIs) that are important for the user to monitor. The panel in the center shows important charts or graphs, while the panel on the right gives the user access to the most important transactions.

Here are key features of Avanti:

Context awareness—Avanti is aware of where within the application a user will have a better user experience. For example, clicking on the job number provides options to jump to other screens with job-related information.

Industry-standard mobile interface—Avanti follows standard conventions for controls (such as a hamburger icon for the menu display), tiles, and slider controls for ranges. Following industry standards reduces user training.

Stateless application—This provides better performance over the internet, as the application connects from the browser only when it needs to retrieve or send data.

Enhanced compression—SYSPRO achieved a 96% compression ratio on packets between the browser and web server. Such high compression is important because it minimizes the data that has to be sent between the browser and server.

Customizable—The Avanti UI is customizable for roles and workspaces. It can provide information and workflow when users need it, as they need it.

The Avanti interface works very nicely on a mobile phone as well. Figure 4 gives a few different looks at SYSPRO's Avanti interface on the phone. The first image is that of the same business insight tiles that were seen in figure 3. The second image shows the sales order entry screen. And the third shows SYSPRO's global search function in action during a customer lookup. The mobile UI as well as the mobile apps are referred to as "Espresso" in SYSPRO's lingo.
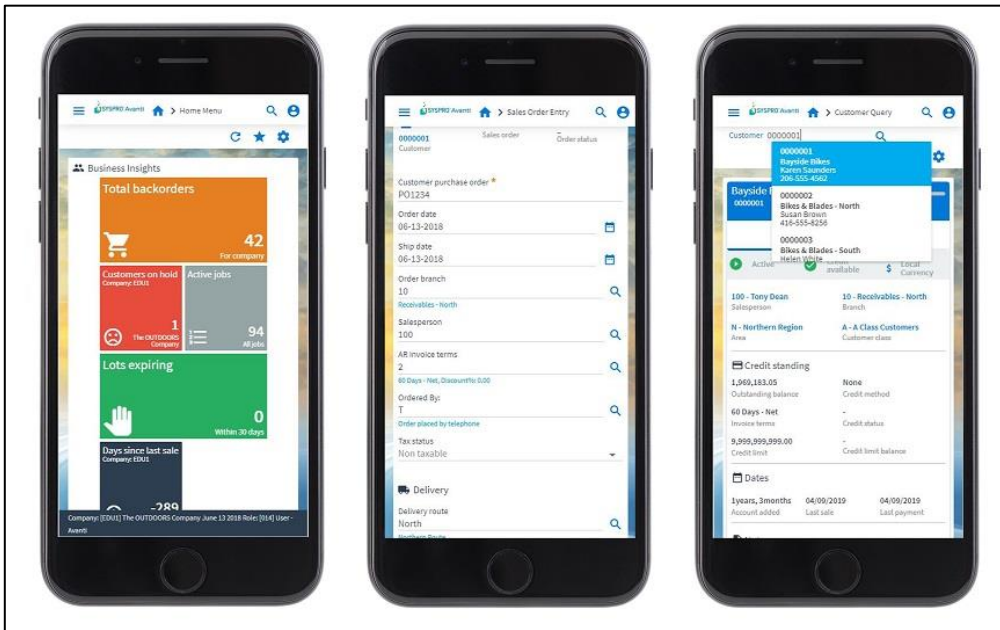

Figure 4. Avanti user interface on mobile

Business Platform Capabilities

An ERP system is built on top of a set of business platform capabilities to support the day-to-day business functions, both pro code and low code. These platform services are akin to the body's life support systems. If the underlying platform isn't running smoothly, then the whole system and, ultimately, the end user suffer. The strength of the business platform capabilities is just as important, if not more important than the system's ability to support a simple business function such as entering a sales order. SYSPRO shows its heritage by delivering a robust and advanced set of business platform tools.

Reporting and Analytics

SYSPRO brings multiple tools to help a user get information out of the system. The tools cover a wide range of delivery options, from executive dashboard reporting down to hundreds of operation reports (figure 5).
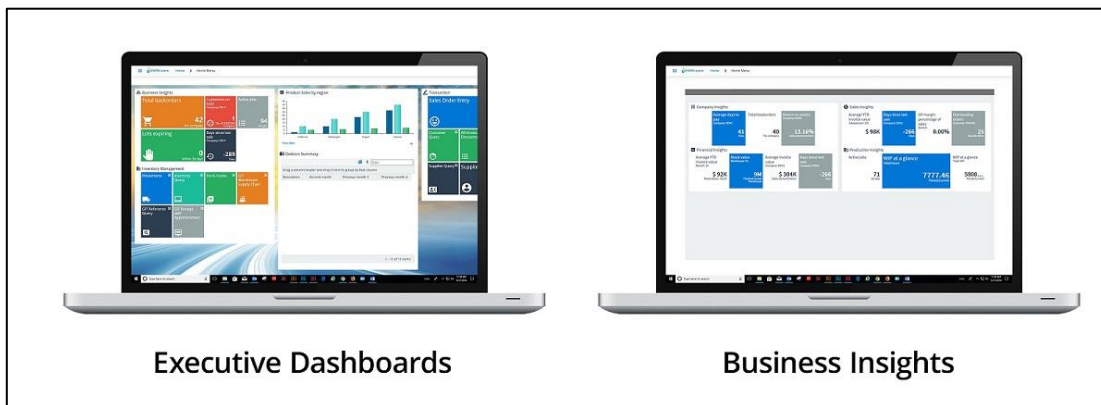

Executive Dashboards   **Business Insights**

Figure 5. SYSPRO reporting and analytics tools

Executive Dashboards—These dashboards display information using easy-to-interpret, very visual widgets such as pressure gauges, stoplights, and charts. There are a number of prebuilt dashboards delivered with the system. Dashboards are developed and modified using the Crystal Dashboard Designer. Dashboards integrate seamlessly with all SYSPRO modules.

Business Insights—Business insights are the newest addition to reporting tools in SYSPRO. They provide quick, visual insight into the status or health of a KPI or metric. These are presented as one or more tiles on a screen and let a user drill into the metric to get more information.

At A Glance—The "At A Glance" reporting tool was developed to provide a quick view of key business numbers. For example, an at-a-glance report for receivables shows the total outstanding balances by region and lets a user quickly drill into the details. There are a number of at-a-glance reports delivered for most of the key areas of the system.

Reporting Services—The SYSPRO reporting services support operational reporting across SYSPRO's ERP. More than 700 standard reports are delivered. These reporting services provide for running, scheduling, archiving, and retrieving operational reports, ranging from a bar-coded invoice to the warehouse inventory details. These are developed with Crystal Reports.

Business Intelligence—The business intelligence (BI) tool was developed to allow business users to perform high-level corporate analysis without having to learn all the details and complexities of the ERP system. The BI tool takes care of all the extract, transform, and load (ETL) functions of the underlying data, so that the data is presented in a way that makes it easy for business users to use warehouse objects for analysis. Embedded analytics will be coming in next product releases.

Workflow, Alerts, and Messaging

SYSPRO ERP brings a solid set of tools to help manage and monitor business processes. Like for the extensive suite of reporting tools, SYSPRO also has a full suite of low code tools to support the various aspects of managing business processes that pass through the system. This suite of tools includes Workflow Services, SYSPRO Flowgraphs, Event Management, Electronic Signatures, and Desktop Alerts.

Workflow Services—The Workflow Services tool is a full-featured, graphical workflow tool that supports the creation and real-time monitoring of workflows in the system. Workflows such as a customer creation process or a purchase order (PO) approval process are commonly defined in these workflows. The WorkFlow Services are built on the Windows workflow and communication foundations and can integrate with sources outside of the SYSPRO system.

SYSPRO Flowgraphs—SYSPRO Flowgraphs is a tool that lets an organization develop flow charts that map to its unique business processes and present them in an easy-to-use screen graphic. For example, a quote process would include the quote creation, estimation, engineering, and then the associated planning and manufacturing of a product. These steps can be easily mapped to a flow; all a user has to do is click through the steps to complete the business process (figure 6). This is an elegant solution, making it as easy as possible for a user to perform their tasks.
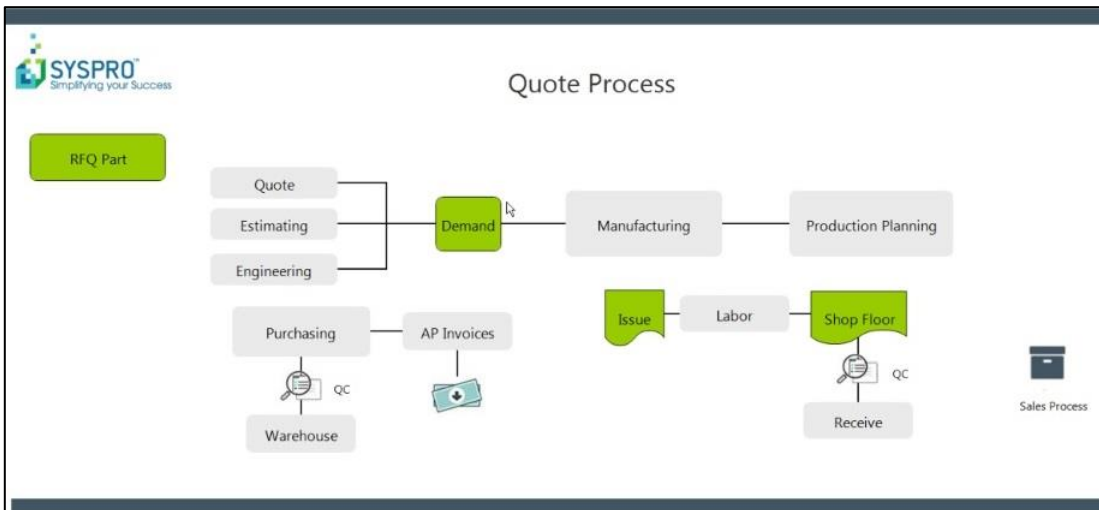
Figure 6. Flowgraph for custom quote to manufacture business process

Event Management—Event Management provides monitoring and messages for common events in the system. These common events can be PO receipt, stocks going below a minimum level, or test completion. When the event occurs, messages, actions, or programs can be kicked off to notify users of the event.

Electronic Signatures—The electronic signatures tool is the event management tool taken to the next level. The electronic signatures tool provides access to a broader range of objects, logs system actions, and enforces business processes. This tool is critical for supporting businesses that are subject to regulatory oversight and must maintain audit trails and provide electronic signatures for government and agency reporting.

Desktop Alerts—Just as the name implies, the desktop alerts raise a message on the screen when a certain event occurs. These types of informational messages are helpful, as they keep users aware of what is going on in the system. An event might be set up to notify users, for example, when a large order is created or when a customer's credit limit is about to be exceeded.

Document Management

SYSPRO provides two levels of document management within its ERP suite. There is standard document management that supports attaching virtually any type of document to information across the system. More complex document management functionality, such as versioning, is available via SYSPRO's independent software vendor (ISV) applications such as the Dash DDX document management solution from the Dash Development Group.

Social ERP

To support more social and collaborative communication, SYSPRO developed an integrated social media tool called Harmony (figure 7). Harmony allows users to interact with each other and the ERP system much the same way they interact with friends on Facebook. Harmony is part of the fiber of the ERP system, thus allowing users to link to or follow an object in the system such as an order. SYSPRO's Harmony is being extended to expose business trends to an organization. Seeing trending stock codes or warehouses, for example, in a social tool is an interesting use of the tool.
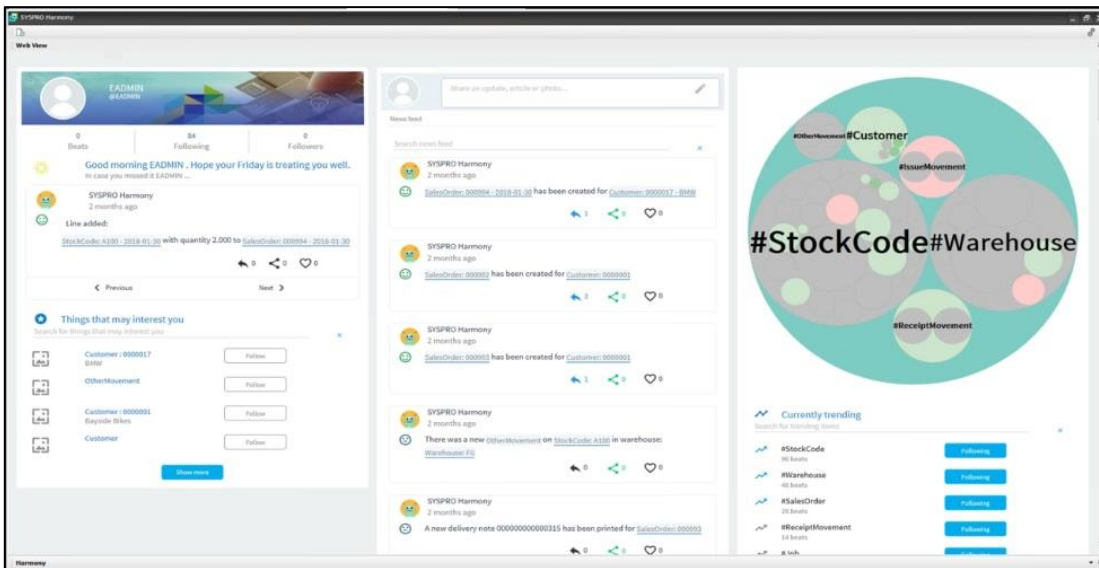

Figure 7. Harmony enterprise social ERP

Mobile

Espresso is SYSPRO's mobile solution. Espresso gives mobile users access to an ever-growing list of business applications. There are currently some 50 business apps built to support mobile users—from sales representatives and warehouse managers up to corporate executives. Expresso supports real-time or offline access to the system for times when users can't connect to Wi-Fi or a mobile network. The mobile apps are developed in native mobile languages that are touch-first and mobile-first, and are capable of making use of the mobile device's native capabilities such as the cameras, GPS, QR code scanning, and storage.

Support of Processes

Task Performance

SYSPRO representatives walked TEC through complex business processes and showed the depth of the system in being able to execute these processes quickly and accurately. The processes demonstrated included core financial management, procure to pay, discrete manufacturing, inventory management, and shop floor control. Of course, a system such as SYSPRO ERP has very extensive functionality and it would take many hours to uncover all that it has to offer. In a recent conversation with a customer, the customer told the SYSPRO team that he "discovers something new that SYSPRO can do almost every day." Below are some functional highlights gleaned from the product demonstration.

Core Financials—The core financials area of SYSPRO reveals many deep features. The general ledger (GL) has solid security controls. The GL access can be restricted by role or person down through every GL account and segment. The are multiple ways to set up recurring journal entries. There are simple recurring journal entries for posting monthly expenses such as a phone bill. There is also the ability to weight journal entries from statistical accounts, which is useful in booking charges such as rent per department based on the square footage of space that each department occupies. Beyond the reporting tools already mentioned earlier, SYSPRO provides a Financial Report Writing tool that allows users to create their own real-time financial reports. These financial reports allow users with access to drill down into the data behind the numbers on those reports and even drill all the way down to a supporting transaction—for example, the invoice or sales order behind a line on the income statement. The rules engine can be used to set up the rules for period closing. For more complex corporate planning and budgeting, SYSPRO partners with Prophix.

Configure-to-order (CTO) manufacturing—SYSPRO readily supports the ability to configure custom products for manufacture. A product configurator is used in the first stage to define the custom product (figure 8).
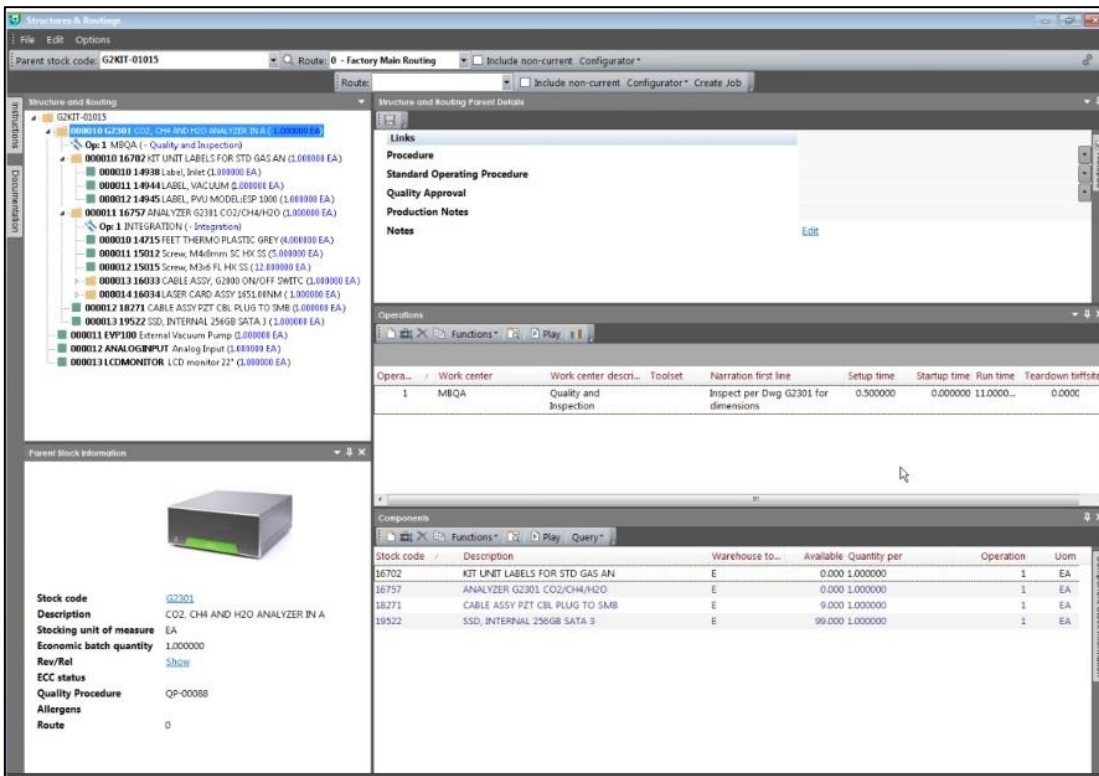
Figure 8. Configure-to-order product definition

The newly defined product is then moved down to the manufacturing floor where production is planned and scheduled, the materials are issued or procured, work is scheduled, and the product is manufactured. SYSPRO ERP also has complete engineering change control to ensure that any engineering and manufacturing process can be effectively managed.

The inventory management module supports features such as detailed control over fixed bin setups, a range of inventory adjustments secured by warehouse and/or person, and unique features on even the classic ABC inventory analysis report. For example, bin attributes can be set up to include the bin sequence, dimensions (length, width, and height), height from ground, RFID or barcode linked to the bin, whether multiple stock items are allowed, and whether all these bin attributes are identified during pick, pack, or Kanban. Future releases will add more warehouse management system (WMS) capabilities.

Manufacturing operations management (MOM)—The MOM system subcomponent provides for advanced planning and scheduling (APS); shop floor data collection and tracking; factory digitization and automation; factory performance and loss management; and lean manufacturing and continuous improvement (figure 9).
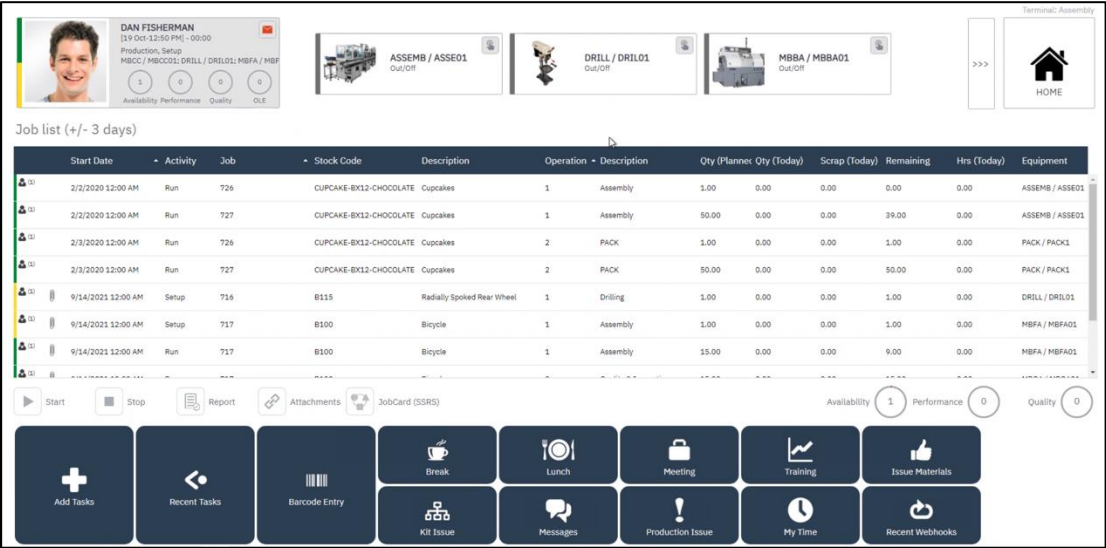

Figure 9. SYSPRO manufacturing operations management (MOM) module

TEC Analyst Observations on SYSPRO

SYSPRO has been a trusted provider of ERP solutions to manufacturing and distribution organizations for more than 40 years. The company's success is in part due to it staying true to serving the needs of industrial machinery & equipment, fabricated metals, electronics, food & beverage, plastics & rubber, packaging, automotive parts & accessories, medical devices, and other verticals. This focus means that the company has not wavered or chased other markets for short-term gain. Additionally, this stability means that SYSPRO has built trust and long-term relationships with its customers and partners. This focus is proven by the fact that SYSPRO is now installed in more than 62 countries at more than 15,000 customers.

The functionality graphs in this report from the discrete, process, mixed-mode, and ERP for SMB models show that the SYSPRO ERP system is functionally rich. The solution is competitive in all the functional modules of these research models and has dominant functional capabilities in the inventory, purchasing, and sales management areas. Where the system is not as dominant, SYSPRO partners with another provider to fill in any functional gaps. For example, SYSPRO chooses not to build out its own human resources (HR) capabilities but instead partners with leading providers to fill these gaps.

For quality management system (QMS) capabilities, SYSPRO partners with uniPoint, whereas LYNQ provides the MOM and APS capabilities. Because SYSPRO ERP does not offer those features natively, SYSPRO's ratings for those capabilities tend to come somewhat lower in TEC Advisor. Regardless, the capabilities of those partner solutions are embedded within the SYSPRO ERO system, and this may satisfy the needs of some customers.

In the realm of process manufacturing, SYSPRO's capabilities for formulas and recipes, routings, as well as for product recalls and traceability land the solution well to the packaged goods manufacturers and distributors. However, the system's lack of support for catchweights, inverse bills of material (BOM), and potencies makes SYSPRO not a good fit for some industries such as meatpacking, slaughterhouses, and chemicals.

SYSPRO, unlike other legacy providers, continues to keep up with cutting-edge technologies and incorporates these into the solution. SYSPRO was an early adopter of mobile technology, and its Espresso suite now has more than 50 apps in the AppStore, by both SYSPRO and its partners (see figure 10), with more on the way.

The SYSPRO Harmony social ERP feature and the company's adoption of [artificial intelligence](#) and Internet of Things (IoT) technologies are further proof that SYSPRO is committed to staying ahead of technology trends. SYSPRO 8 delivers a modern, appealing user interface on top of the entire package.
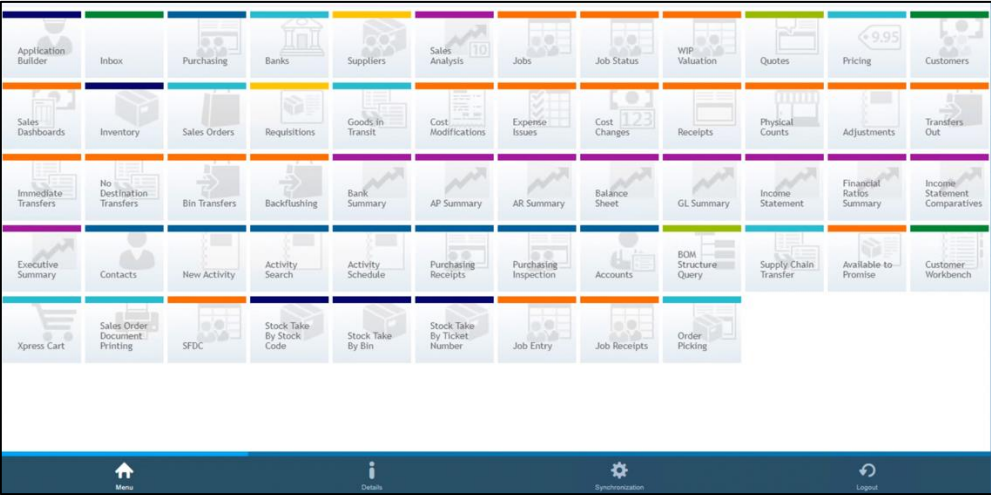

Figure 10. SYSPRO's mobile AppStore

Taken together, the presentation of the SYSPRO ERP capabilities demonstrates that SYSPRO continues to deliver a functionally rich system built on top of modern platform capabilities to the market. The SYSPRO ERP system brings one of the most robust all-around manufacturing solutions to midmarket organizations and should be a part of any ERP selection project shortlist for manufacturers and distributors.

APPENDIX: Detailed Functionality Graphs for SYSPRO

The following functionality benchmark graphs represent the quantity of support by SYSPRO for the functionality within each module identified in the TEC Focus Indicators, on a scale of 0 to 100 points. The closer the plotted value is to 100 (toward the outside in spider graphs and the top of bar graphs), the more functionality SYSPRO supports. The functionality of SYSPRO is shown in blue; an average of what competitor solutions offer is shown in red.

SYSPRO for Discrete Manufacturing

Financials

The Financials module provides features and functions that allow accountants and financial managers to ensure financial transactions are tracked and properly recorded, and that this information is available via reports and other data retrieval tools. Traditionally, this module includes the General Ledger, Accounts Payable, Fixed Assets, Cost accounting, Cash Management, Accounts Receivable, and Financial Reporting submodules.

	Criteria	SYSPRO Score	Average Score
1	General Ledger	88.2	95.7
2	Accounts Payable (A/P)	90.0	96.8
3	Fixed Assets	88.0	93.3
4	Cost Accounting	77.3	91.3
5	Cash Management	91.9	95.3
6	Budgeting	92.3	94.0
7	Accounts Receivable	94.1	96.1
8	Financial Reporting	81.2	95.9
9	Project Accounting	88.5	85.0

Human Resources

Human Resources management encompasses all the applications necessary for handling personnel-related tasks for corporate managers and individual employees. Submodules include Personnel Management, Benefits, Payroll, Employee Self-Service, Employee Metrics, Health and Safety, Workforce Management, and Training.
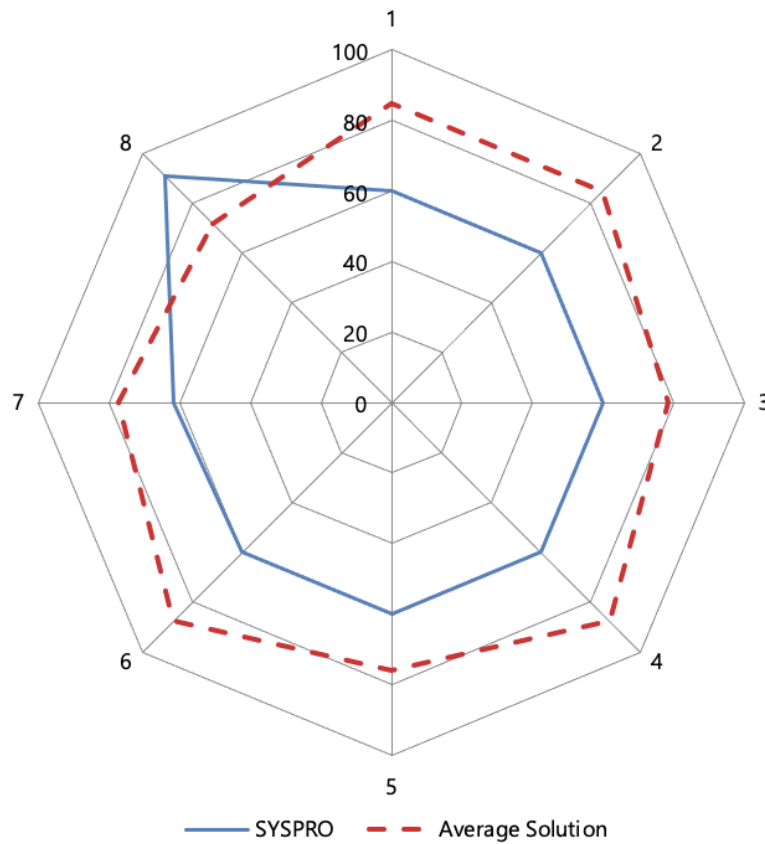
Criteria		SYSPRO Score	Average Score
1	Personnel Management	60.0	84.7
2	Benefits	60.0	84.8
3	Payroll	60.0	78.5
4	Employee Self-Service	60.0	87.6
5	Employee Metrics	60.0	76.0
6	Health and Safety	60.0	87.5
7	Workforce Management	61.9	77.3
8	Training	90.7	71.8

Manufacturing Management

Manufacturing Management covers discrete manufacturing and provides the ability to plan production at various scales, rolling high-level plans down into daily schedules of individual machines and workers, and tracing real-time situations on the production shop floor and in planning to control manufacturing. This ensures that manufacturing facilities follow production plans in an accurate and timely manner, and that manufacturing schedules and operations are altered as required. It involves product configuring, work centers and machines dispatching, all aspects of work-in-progress management, and comprehensive product costing functionality. It also provides a consolidated view of the production situation using extensive multilevel reporting capabilities.

Criteria		SYSPRO Score	Average Score
1	Product Costing	97.2	96.2
2	Shop Floor Control	96.8	95.6
3	Field Service and Repairs	88.5	88.0
4	Production Planning	98.1	92.2
5	Product Data Management (PDM)	94.6	95.1
6	Project Management	95.8	85.3
7	Product/Item Configurator	91.1	94.6

Inventory Management

Inventory Management functionality addresses the record-keeping of warehoused goods, and managing the movement of these goods to, from, and through warehouses. Forecasting, finished goods reservation and allocation processes, and inventory adjustments are also a part of this functional module.
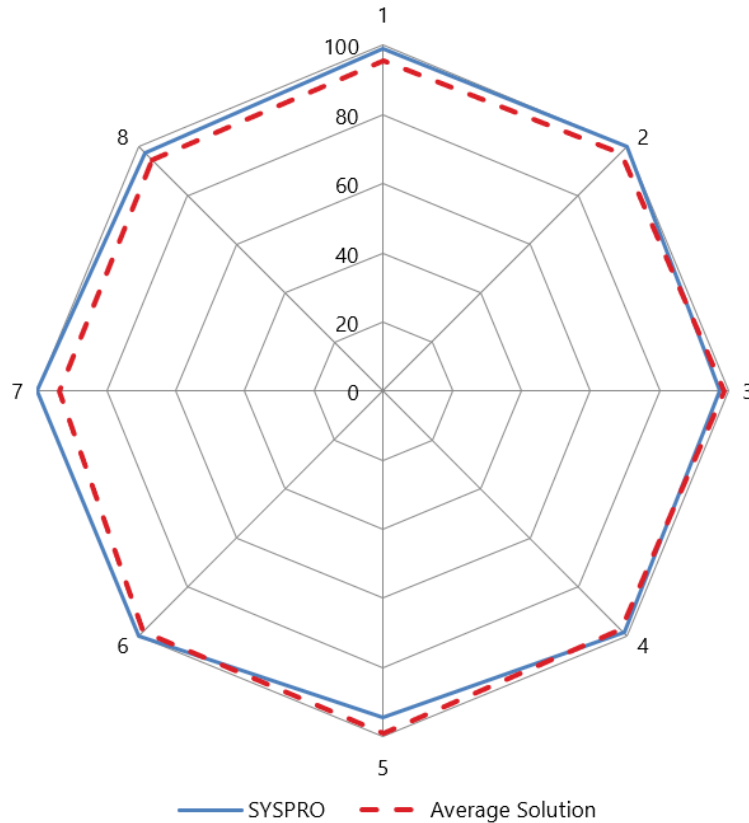
Criteria		SYSPRO Score	Average Score
1	Inventory Management— Online Requirements	99.0	95.5
2	Processing Requirements	100	97.2
3	Data Requirements	97.5	98.8
4	Locations and Lot Control	98.5	97.4
5	Reporting and Interfacing Requirements	94.4	99.0
6	Adjusting Inventory	100	98.2
7	Forecasting	100	93.8
8	Reservations and Allocations	97.3	94.5

Purchasing Management

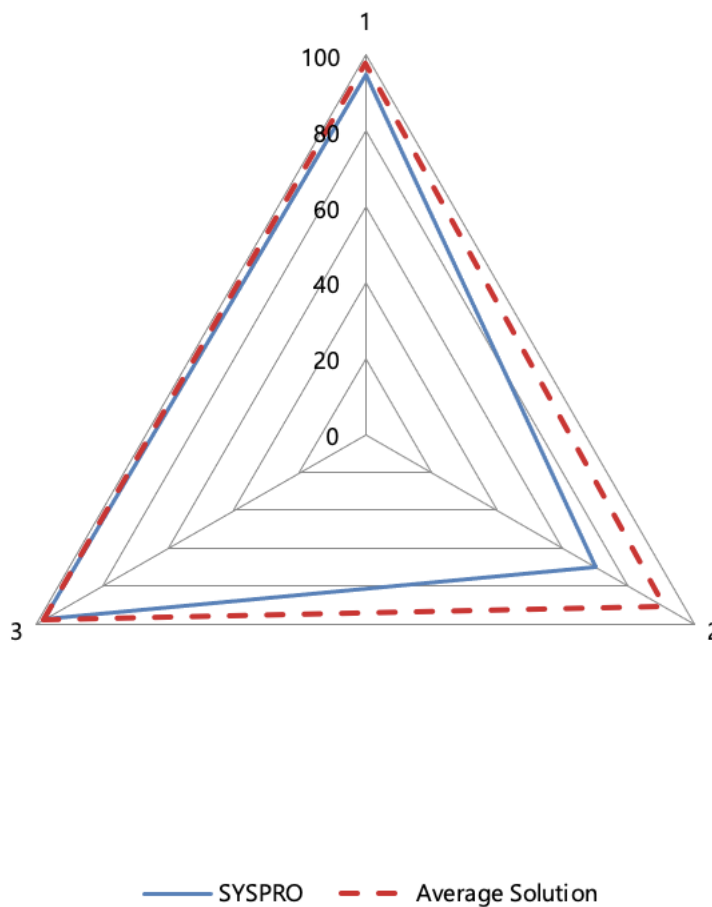Purchasing Management encompasses a group of applications that controls the purchasing of raw materials and manages inventory stocks. It also involves creating purchase orders/contracts, supplier tracking, goods receipt and payment, and associated regulatory compliance analysis and reporting.
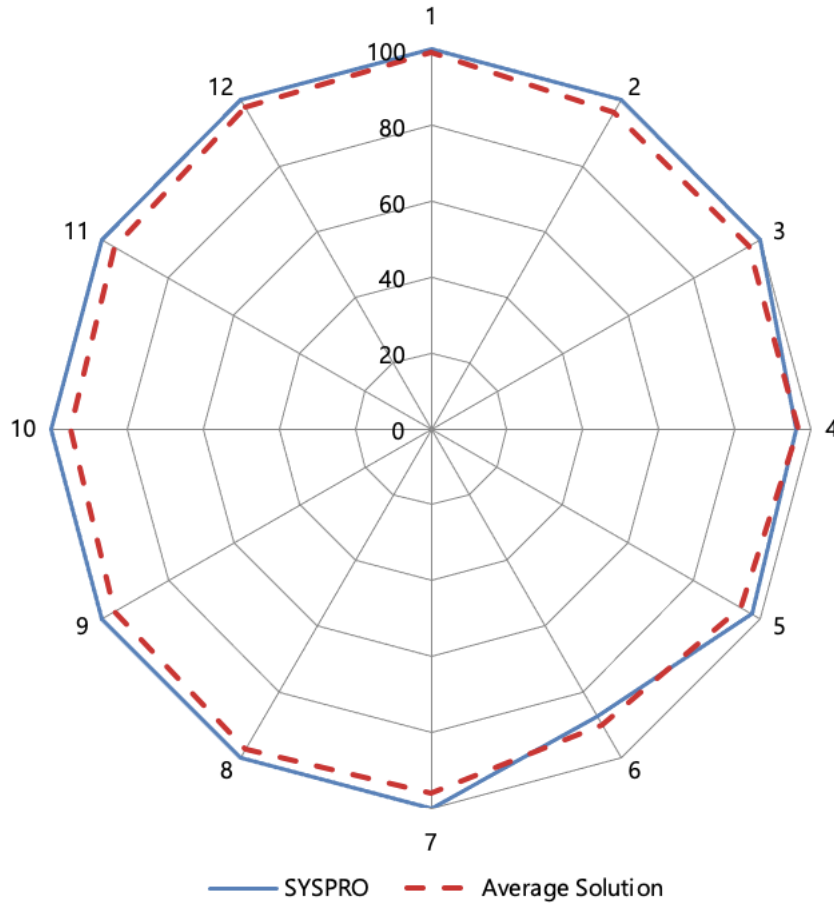
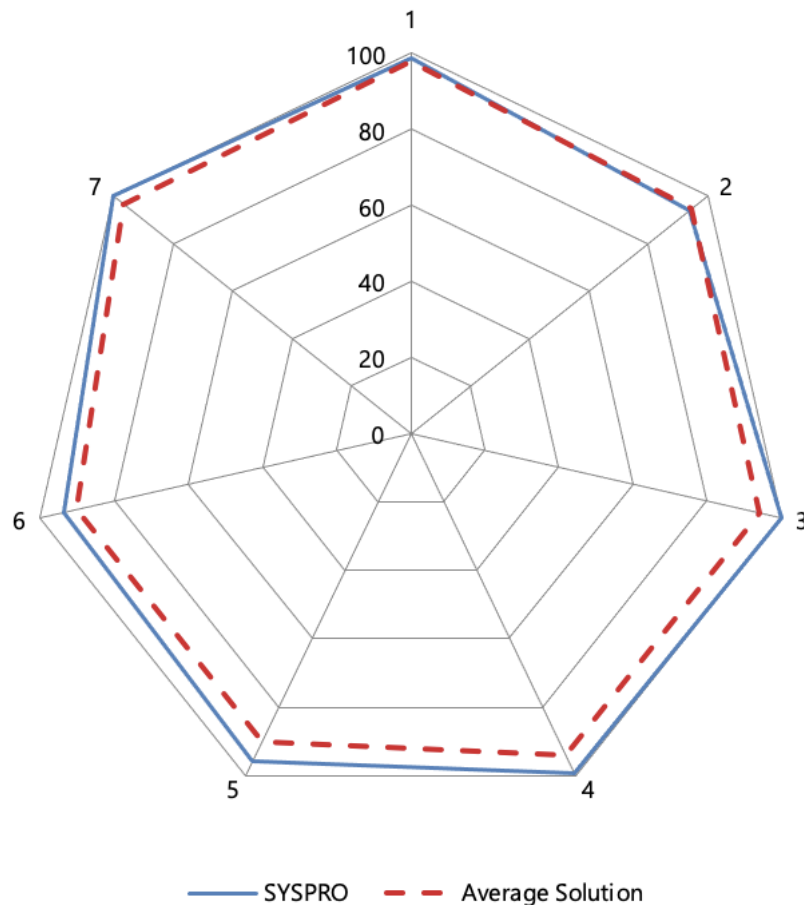| Criteria		SYSPRO Score	Average Score
1	Profile of Suppliers	100	99.2
2	Rating of Suppliers	100	96.2
3	Requisitions and Quotations	100	96.8
4	Purchase Orders (POs)	96.2	96.8
5	Pricing	97.7	94.2
6	Vendor Contracts and Agreements	87.5	90.3
7	Management of POs	100	96.1
8	Procurement and Online Reporting	100	97.5
9	Repeat Procurement	100	96.1
10	Receipts for Procurement	100	95.0
11	Online Requirements	100	96.1
12	Reporting and Interfacing Requirements	100	97.8

Quality Management

Quality Management refers to the set of actions taken by an organization to ensure that it creates and delivers high-quality products. Organizations must comply with national and international rules and regulations related to product quality, but they often also create and use internal requirements for quality control. Specific procedures need to be set up in order to ensure that the end products comply with internal or external quality standards. All these activities need to be well documented in order to provide the information needed when customers are not satisfied with the quality of the products received. Government agencies may also require this information for control and verification.

Criteria		SYSPRO Score	Average Score
1	Production Quality Management	94.8	97.8
2	Non-Production Quality Management	70.0	90.9
3	Inventory Quality Management	97.6	97.9

Sales Management

Sales Management encompasses a group of applications that automates the data entry process of customer orders and keeps track of the status of orders. It involves order entry, order tracing and status reporting, pricing, invoicing, etc. It also provides basic functionality for lead tracking, customer information, quote processing, pricing and rebates, etc.

Criteria	SYSPRO Score	Average Score
1 Online Requirements (Sales Management)	98.6	98.0
2 Reporting and Interfacing Requirements (Sales Management)	93.9	94.7
3 Available-to-Promise (ATP)	100	94.1
4 Pricing and Discounting	99.2	93.9
5 Customer Relationship Management (CRM)	95.7	90.3
6 Order Entry	93.8	90.1
7 Customer Service and Returned Goods Handling	100	96.6

SYSPRO for Process Manufacturing

Financials

The Financials module provides features and functions that allow accountants and financial managers to ensure financial transactions are tracked and properly recorded, and that this information is available via reports and other data retrieval tools. Traditionally, this module includes the General Ledger, Accounts Payable, Fixed Assets, Cost Accounting, Cash Management, Accounts Receivable, and Financial Reporting submodules.
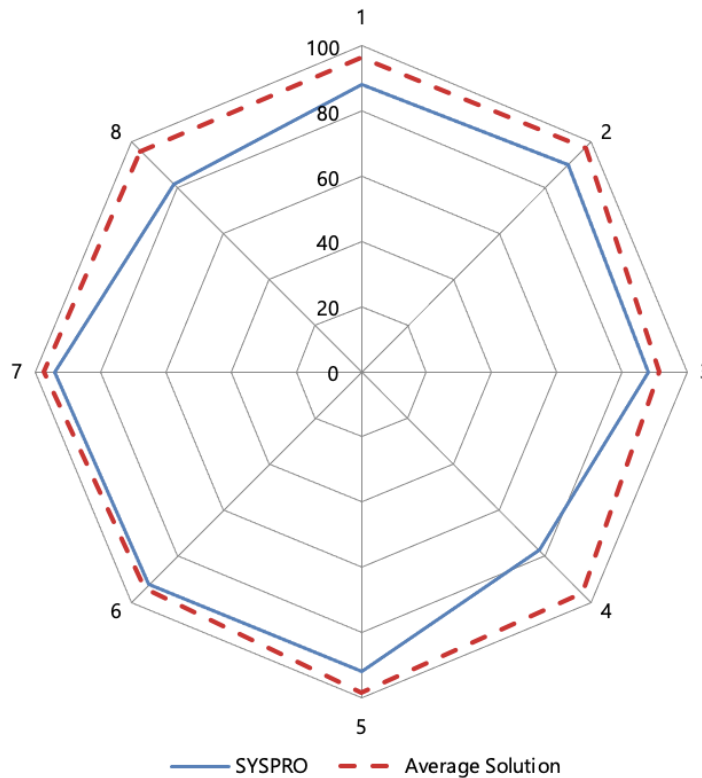
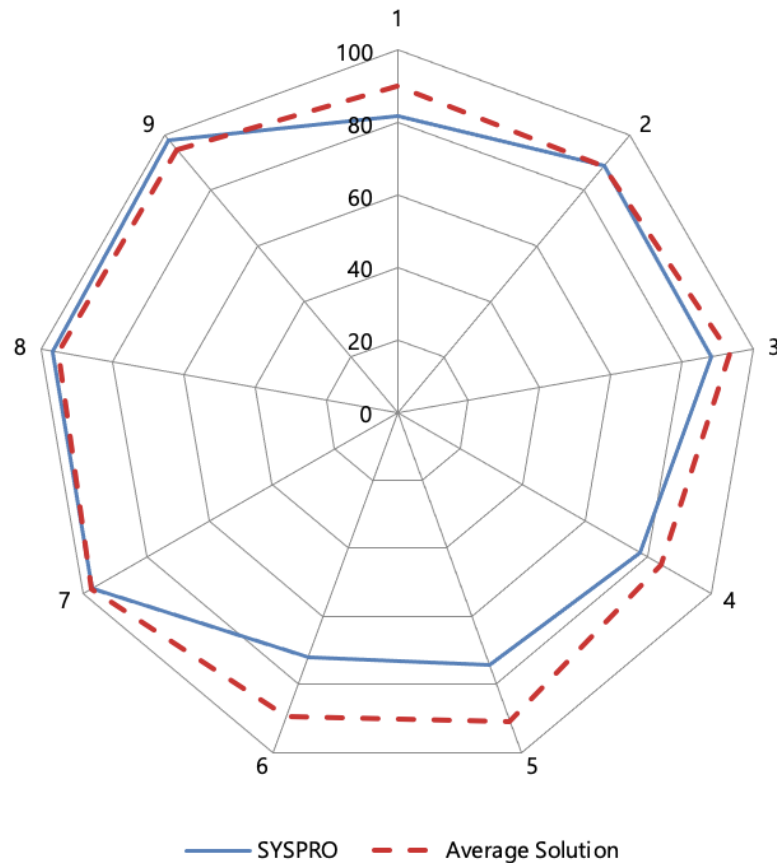| Criteria		SYSPRO Score	Average Score
1	General Ledger	88.2	96.3
2	Accounts Payable (A/P)	90.0	97.3
3	Fixed Assets	88.0	91.5
4	Cost Accounting	77.3	96.0
5	Cash Management	91.9	98.4
6	Budgeting	92.3	94.0
7	Accounts Receivable	94.1	97.5
8	Financial Reporting	81.2	95.8

Human Resources

The Human Resources model encompasses all the applications necessary for handling personnel-related tasks for corporate managers and individual employees. Modules include Personnel Management, Benefit Management, Payroll Management, Employee Self Service, Data Warehousing, Health and Safety, Workforce Management, and Training.
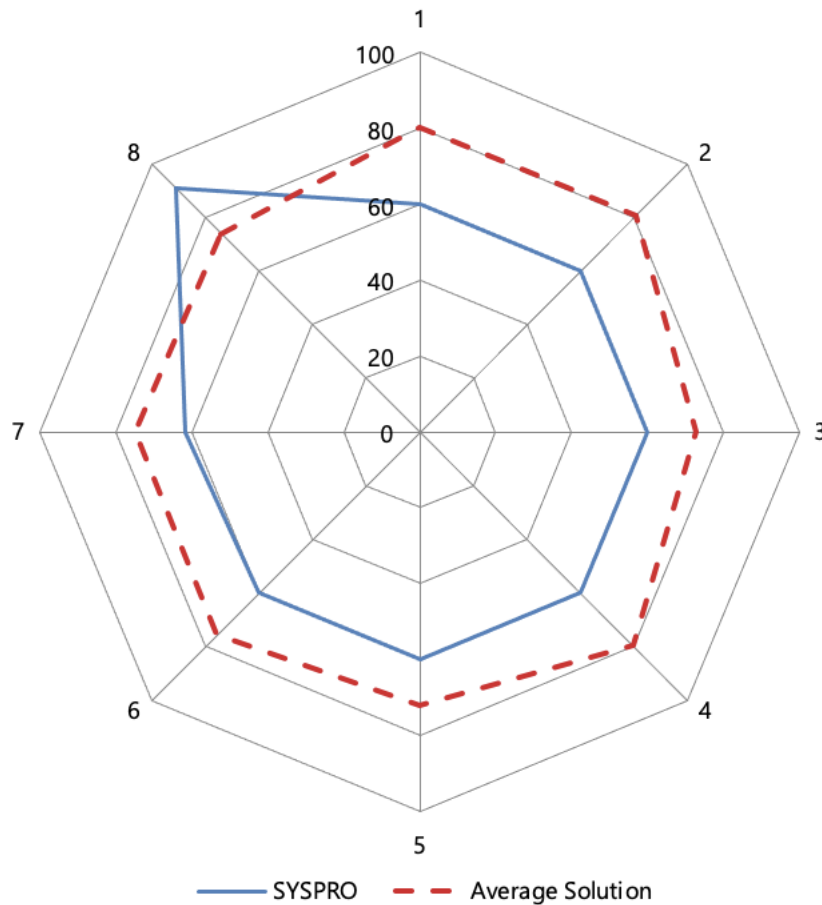
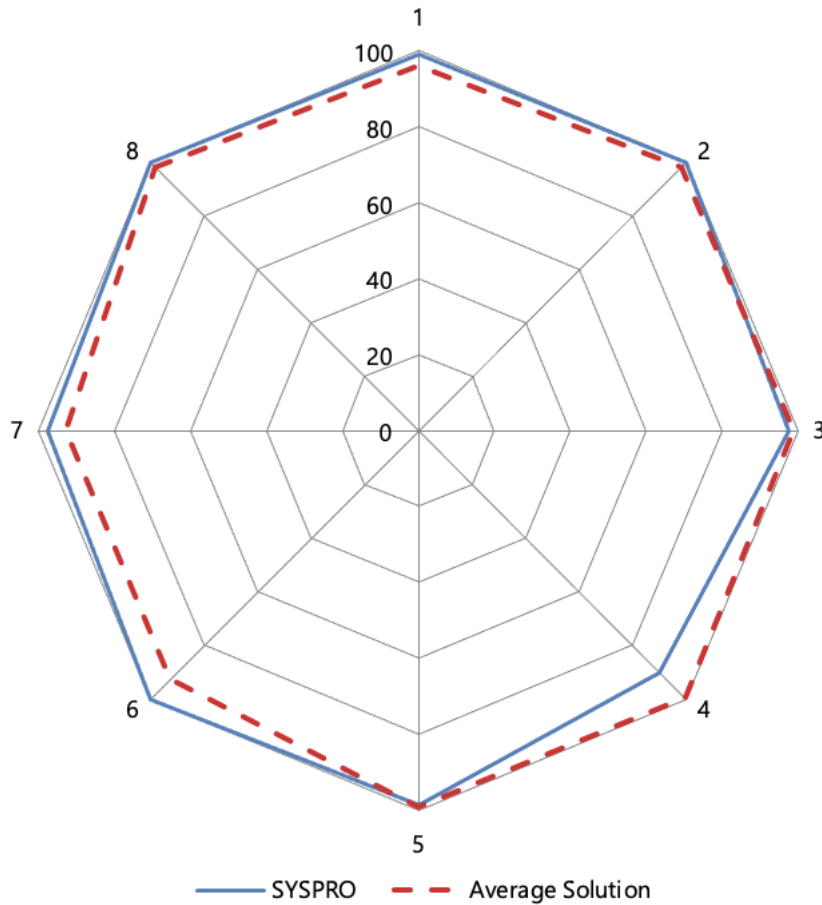| Criteria		SYSPRO Score	Average Score
1	Personnel Management	60.0	80.4
2	Benefits	60.0	80.5
3	Payroll	60.0	72.9
4	Employee Self-Service	60.0	79.5
5	Employee Metrics	60.0	72.2
6	Health and Safety	60.0	75.8
7	Workforce Management	61.9	75.1
8	Training	90.7	73.9

Process Manufacturing Management

Process manufacturing management covers specifics that are applicable to process type manufacturing. Formulas and recipes, modeling of process using formulas and routings, process batch control and reporting, conformance reporting, process manufacturing costing, process manufacturing-related material management are the major functional areas of this module. It also provides a consolidated view of the production situation using extensive multi-level reporting capabilities.

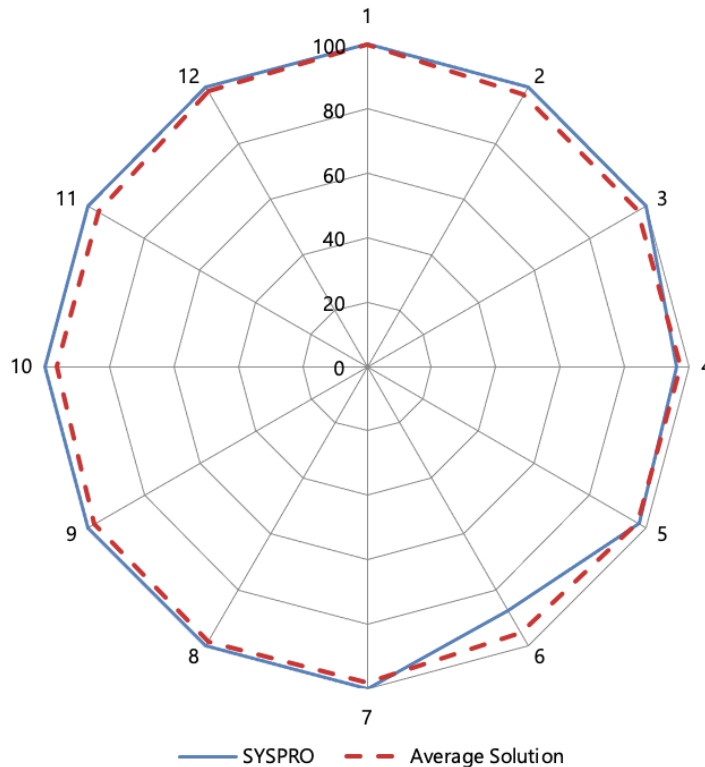| Criteria	SYSPRO Score	Average Score
1 Formulas/Recipes	81.9	90.0
2 Process Model (Formulas + Routings)	89.1	88.8
3 Process Batch Control and Reporting	88.0	93.2
4 Conformance Reporting	77.3	84.0
5 Process Manufacturing Costing	74.4	91.0
6 Material Management	72.0	89.3
7 Product Costing	97.1	97.5
8 Shop Floor Control	96.8	95.0
9 Production Planning	98.1	94.6

Inventory Management

Inventory Management functionality addresses the record-keeping of warehoused goods, and managing the movement of these goods to, from, and through warehouses. Forecasting, finished goods reservation and allocation processes, ETO-specific criteria, and inventory adjustments are also part of this functional module.

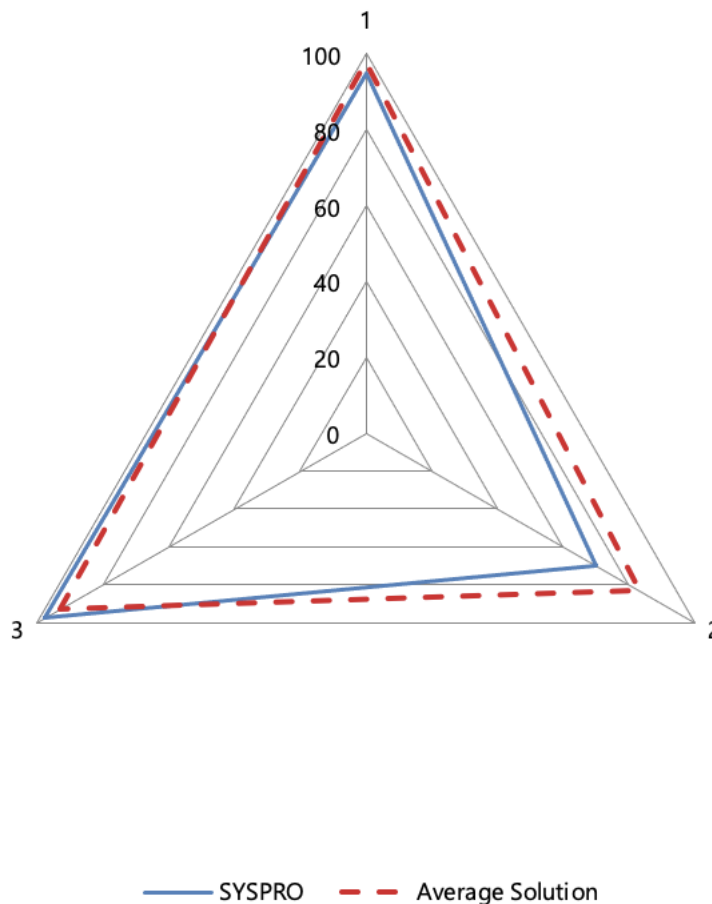| Criteria		SYSPRO Score	Average Score
1	Inventory Management—Online Requirements	99.0	96.0
2	Processing Requirements	100	98.1
3	Data Requirements	97.5	98.7
4	Reporting and Interfacing Requirements	90.0	99.6
5	Locations and Lot Control	98.5	99.2
6	Forecasting	100	92.6
7	Reservations and Allocations	97.7	92.9
8	Adjusting Inventory	100	98.0

Purchasing Management

Purchasing Management encompasses a group of applications that manages inventory stocks and controls the purchasing of raw materials needed to build products. It also involves creating purchase orders/contracts, supplier tracking, goods receipt and payment, regulatory compliance analysis and reporting.

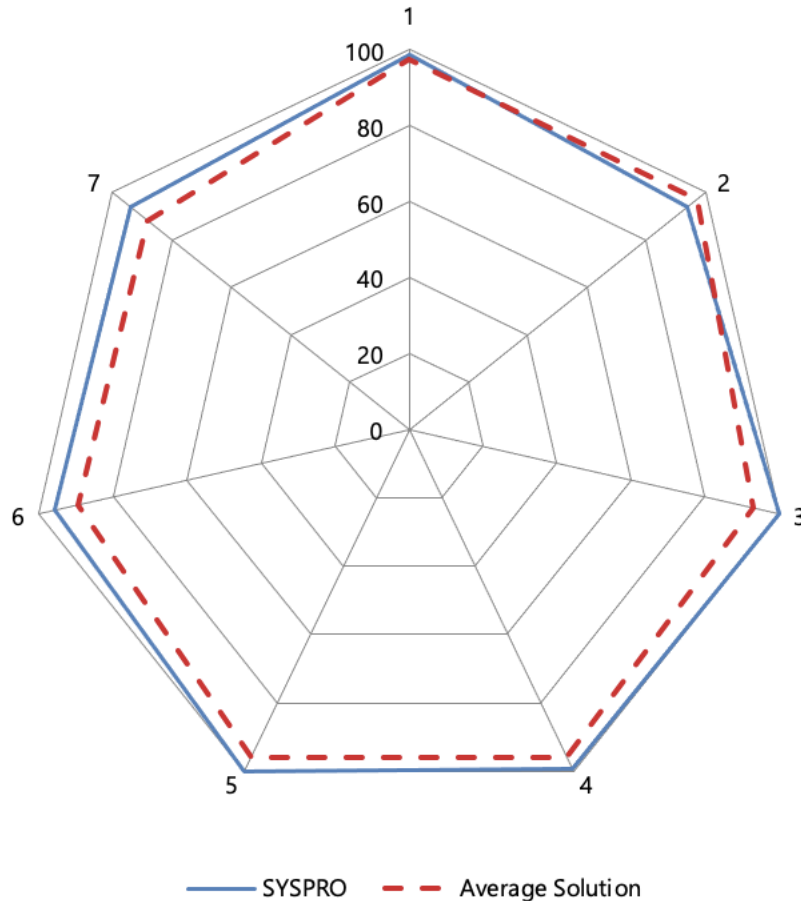| Criteria		SYSPRO Score	Average Score
1	Profile of Suppliers	100	100
2	Rating of Suppliers	100	97.4
3	Requisitions and Quotations	100	97.2
4	Purchase Orders (POs)	96.1	97.4
5	Pricing	97.7	96.9
6	Vendor Contracts and Agreements	87.5	95.5
7	Management of POs	100	98.1
8	Procurement Reporting and Online Reporting	100	98.7
9	Repeat Procurement	100	98.0
10	Receipts for Procurement	100	96.3
11	Online Requirements for Purchasing Management	100	96.2
12	Reporting and Interfacing Requirements	100	98.8

Quality Management

Quality Management refers to the set of actions taken by an organization to ensure that it creates and delivers high-quality products. Organizations must comply with national and international rules and regulations related to product quality, but they often also create and use internal requirements for quality control. Specific procedures need to be set up in order to ensure that the end products comply with internal or external quality standards. All these activities need to be well documented in order to provide the information needed when customers are not satisfied with the quality of the products received. Government agencies may also require this information for control and verification.

Criteria		SYSPRO Score	Average Score
1	Production Quality Management	94.8	97.8
2	Non-Production Quality Management	70.0	83.2
3	Inventory Quality Management	97.6	93.0

Sales Management

Sales Management encompasses a group of applications that automates the data entry process of customer orders and keeps track of the status of orders. It involves order entry, order tracing and status reporting, pricing, invoicing, etc. It also provides basic functionality for lead tracking, customer information, quote processing, pricing and rebates, etc.
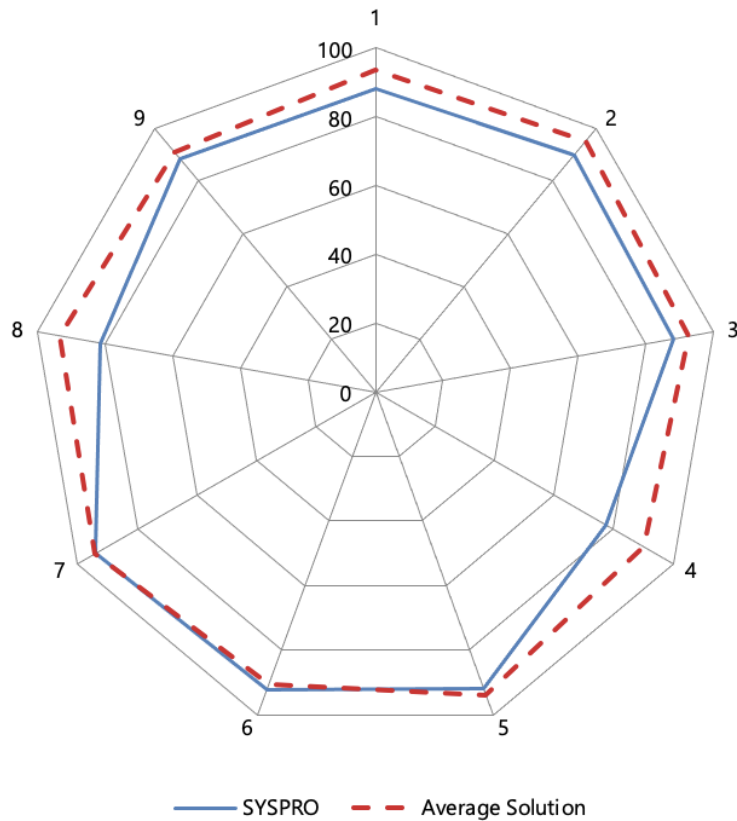

Criteria		SYSPRO Score	Average Score
1	Online Requirements (Sales Management)	98.6	97.4
2	Reporting and Interfacing Requirements	93.9	97.3
3	Available-to-Promise (ATP)	100	93.2
4	Pricing and Discounting	99.2	96.0
5	Customer Service and Returned Goods Handling	100	95.9
6	Customer Relationship Management (CRM)	95.7	89.4
7	Order Entry	93.8	88.0

SYSPRO for Mixed-Mode Manufacturing

Financials

The Financials module provides features and functions that allow accountants and financial managers to ensure financial transactions are tracked and properly recorded, and that this information is available via reports and other data retrieval tools. Traditionally, this module includes the General Ledger, Accounts Payable, Fixed Assets, Cost Accounting, Cash Management, Accounts Receivable, and Financial Reporting submodules.

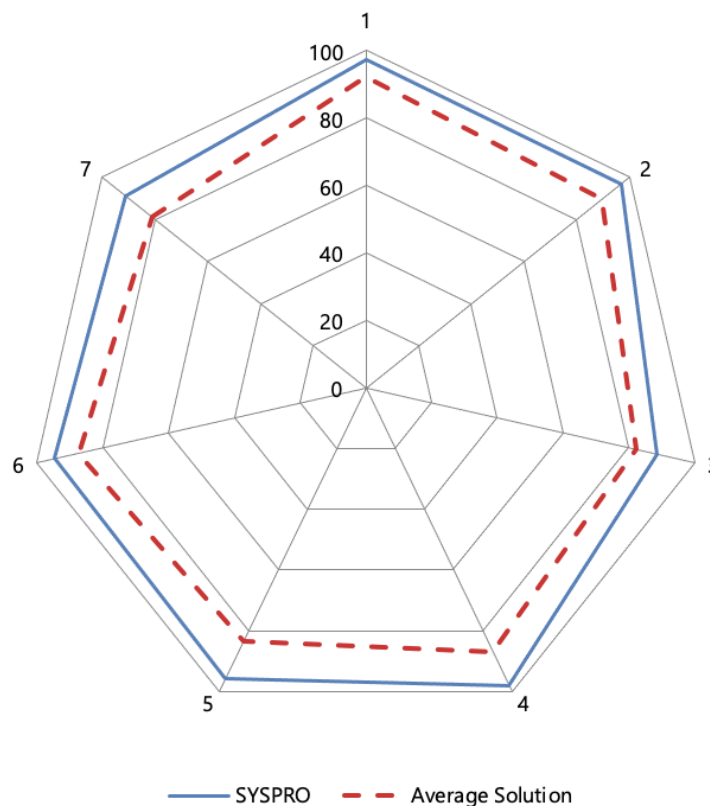|	Criteria	SYSPRO Score	Average Score
1	General Ledger	88.2	93.6
2	Accounts Payable (A/P)	90.0	95.1
3	Fixed Assets	88.0	92.5
4	Cost Accounting	77.3	90.3
5	Cash Management	91.9	94.0
6	Budgeting	92.3	90.7
7	Accounts Receivable	94.1	94.1
8	Financial Reporting	81.2	93.4
9	Project Accounting	88.5	90.8

Human Resources

Human Resources management encompasses all the applications necessary for handling personnel-related tasks for corporate managers and individual employees. Submodules include Personnel Management, Benefits, Payroll, Employee Self-Service, Employee Metrics, Health and Safety, Workforce Management, and Training.
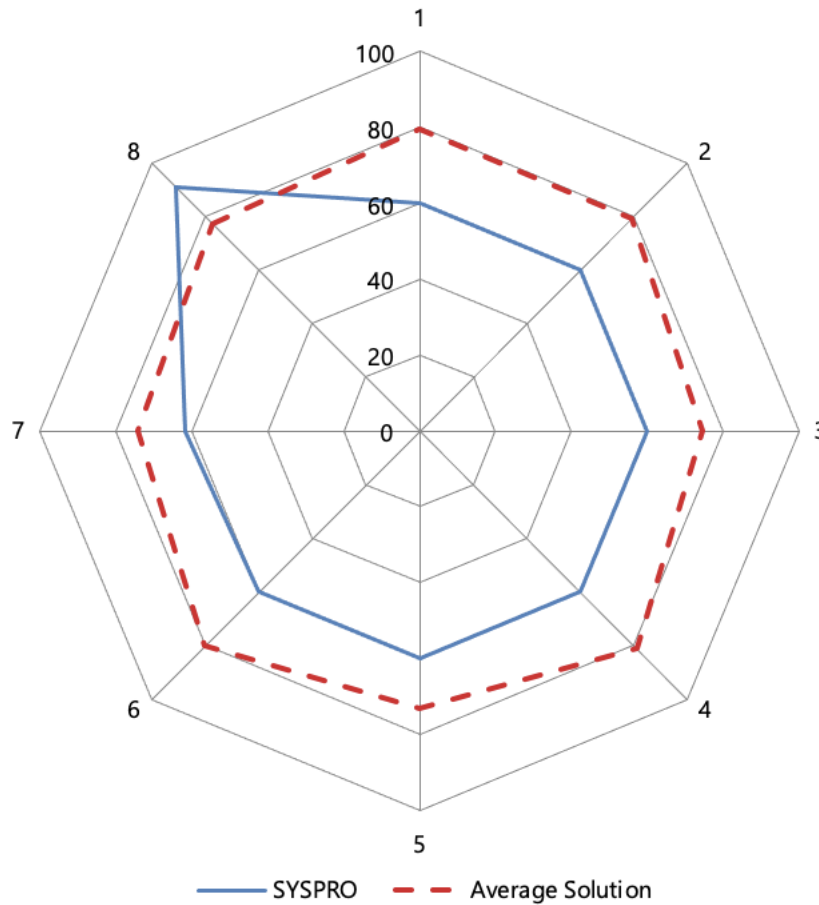
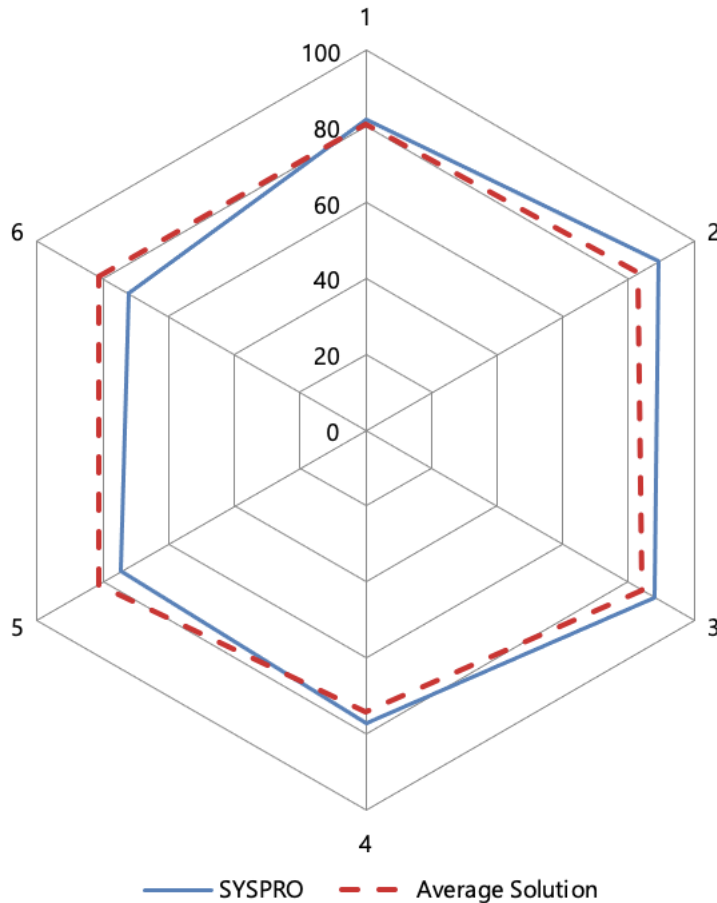| Criteria		SYSPRO Score	Average Score
1	Personnel Management	60.0	79.7
2	Benefits	60.0	79.0
3	Payroll	60.0	74.5
4	Employee Self-Service	60.0	80.9
5	Employee Metrics	60.0	73.0
6	Health and Safety	60.0	80.0
7	Workforce Management	61.9	74.2
8	Training	90.7	77.1

Discrete Manufacturing Management

The Discrete Manufacturing Management module covers discrete manufacturing and provides the ability to plan production at various scales, rolling high-level plans down into daily schedules of individual machines and workers, and tracing real-time situations on the production shop floor and in planning to control manufacturing. This ensures that manufacturing facilities follow production plans in an accurate and timely manner, and that manufacturing schedules and operations are altered as required. It involves product configuring, work centers and machines dispatching, all aspects of work-in-progress management, and comprehensive product costing functionality. It also provides a consolidated view of the production situation using extensive multi-level reporting capabilities.

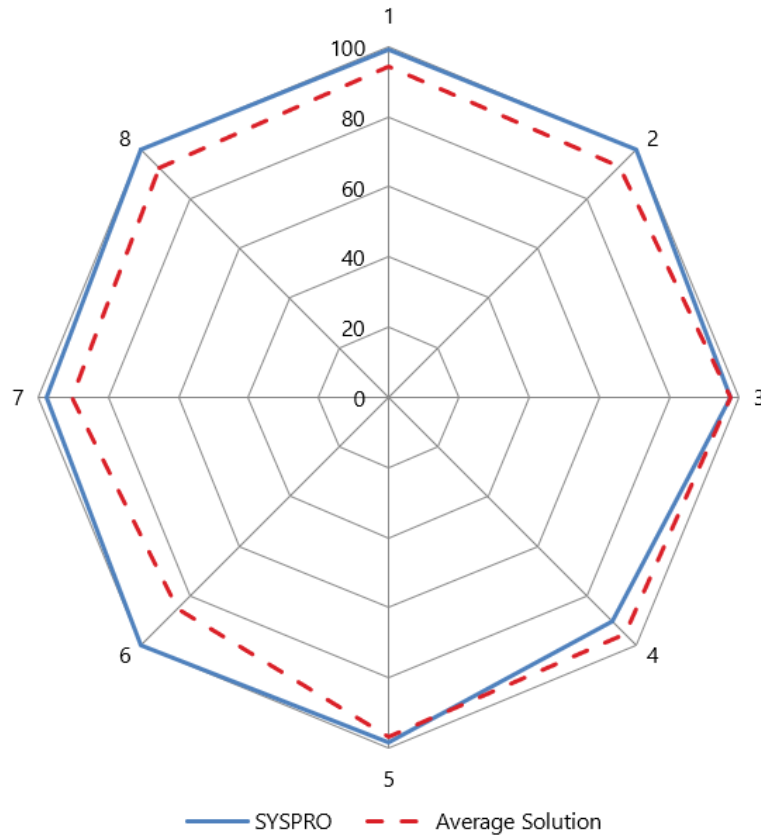|	Criteria	SYSPRO Score	Average Score
1	Product Costing	97.2	92.3
2	Shop Floor Control	96.8	89.7
3	Field Service and Repairs	88.5	82.2
4	Production Planning	98.1	86.9
5	Project Management	95.8	83.6
6	Product Data Management (PDM)	94.6	87.5
7	Product/Item Configurator	91.1	81.2

Process Manufacturing Management

Process Manufacturing Management covers specifics that are applicable to process type of manufacturing. Formulas and recipes, modeling of process using formulas and routings, process batch control and reporting, conformance reporting, process manufacturing costing, and process manufacturing–related material management are the major functional areas of this module. It also provides a consolidated view of the production situation using extensive multilevel reporting capabilities.

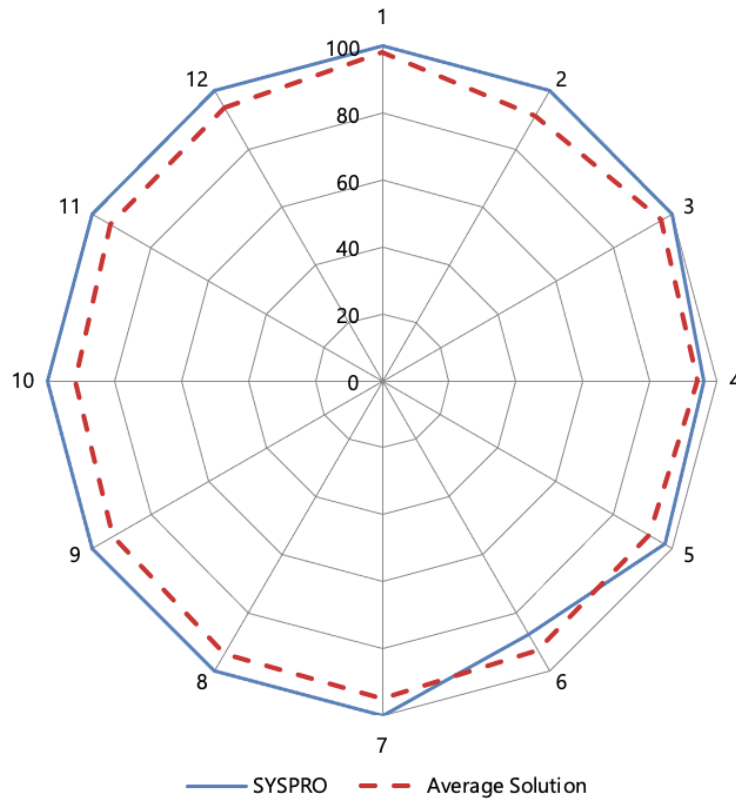| Criteria		SYSPRO Score	Average Score
1	Formulas/Recipes	81.9	80.6
2	Process Model (Formulas + Routings)	89.1	82.8
3	Process Batch Control and Reporting	88.0	84.0
4	Conformance Reporting	77.3	74.2
5	Process Manufacturing Costing	74.4	81.3
6	Material Management	72.0	81.1

Inventory Management

Inventory Management functionality addresses the record-keeping of warehoused goods, and managing the movement of these goods to, from, and through warehouses. Forecasting, finished goods reservation and allocation processes, and inventory adjustments are also a part of this functional module.

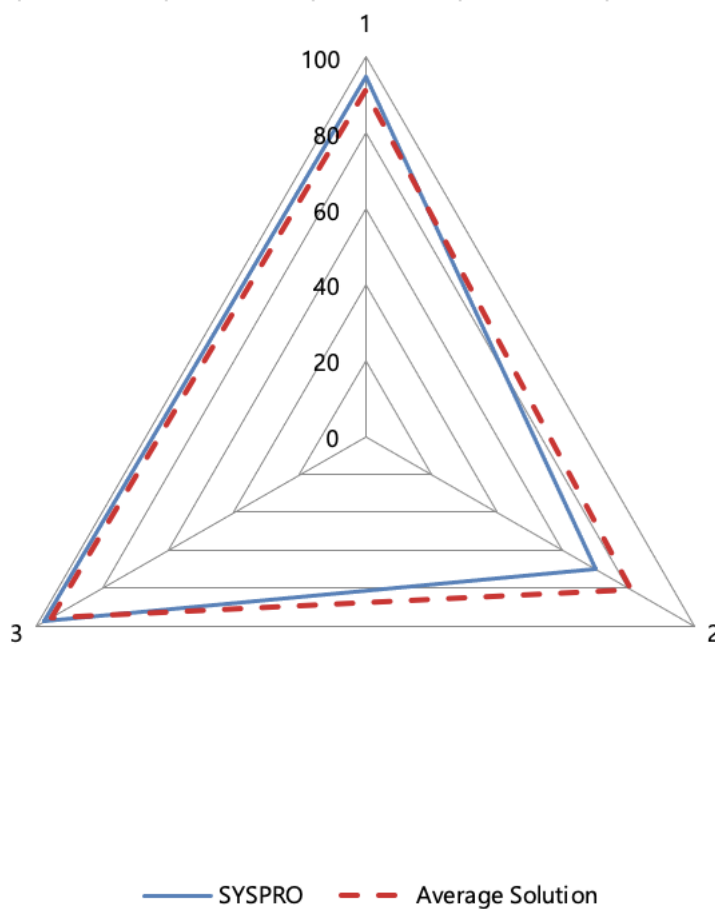| Criteria		SYSPRO Score	Average Score
1	Inventory Management— Online Requirements	99.0	94.1
2	Processing Requirements	100	92.8
3	Data Requirements	97.5	97.4
4	Reporting and Interfacing Requirements	90.0	95.1
5	Locations and Lot Control	98.5	96.6
6	Forecasting	100	85.4
7	Reservations and Allocations	97.7	90.5
8	Adjusting Inventory	100	92.6

Purchasing Management

Purchasing Management encompasses a group of applications that controls the purchasing of raw materials and manages inventory stocks. It also involves creating purchase orders/contracts, supplier tracking, goods receipt and payment, and associated regulatory compliance analysis and reporting.

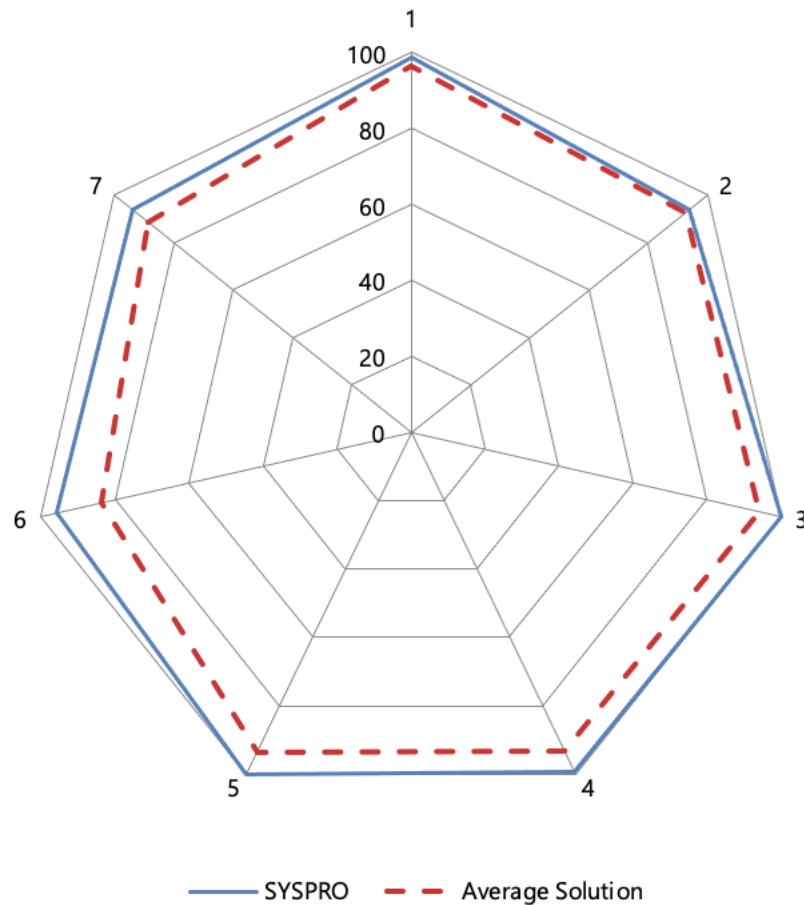| Criteria		SYSPRO Score	Average Score
1	Profile of Suppliers	100	98.3
2	Rating of Suppliers	100	91.6
3	Requisitions and Quotations	100	96.4
4	Purchase Orders (POs)	96.2	94.4
5	Pricing	97.7	92.2
6	Vendor Contracts and Agreements	87.5	92.8
7	Management of POs	100	95.0
8	Procurement Reporting and Online Reporting	100	94.2
9	Repeat Procurement	100	92.9
10	Receipts for Procurement	100	92.0
11	Online Requirements for Purchasing Management	100	93.9
12	Reporting and Interfacing Requirements	100	94.4

Quality Management

Quality Management refers to the set of actions taken by an organization to ensure that it creates and delivers high-quality products. Organizations must comply with national and international rules and regulations related to product quality, but they often also create and use internal requirements for quality control. Specific procedures need to be set up in order to ensure that the end products comply with internal or external quality standards. All these activities need to be well documented in order to provide the information needed when customers are not satisfied with the quality of the products received. Government agencies may also require this information for control and verification.

Criteria		SYSPRO Score	Average Score
1	Production Quality Management	94.8	91.0
2	Non-Production Quality Management	70.0	80.8
3	Inventory Quality Management	97.6	95.3

Sales Management

Sales Management encompasses a group of applications that automates the data entry process of customer orders and keeps track of the status of orders. It involves order entry, order tracing and status reporting, pricing, invoicing, etc. It also provides basic functionality for lead tracking, customer information, quote processing, pricing and rebates, etc.
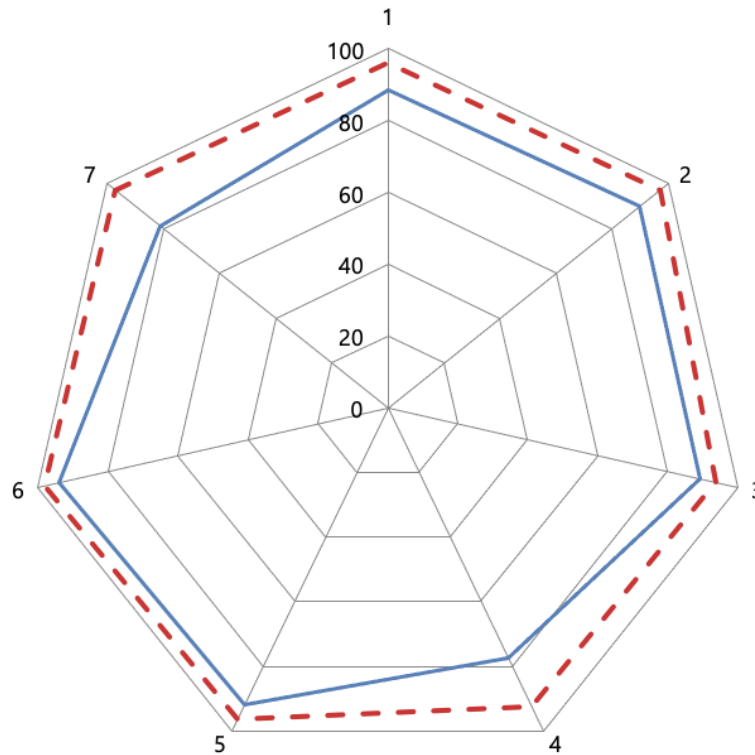

Criteria	SYSPRO Score	Average Score
1 Online Requirements (Sales Management)	98.6	96.4
2 Reporting and Interfacing Requirements (Sales Management)	93.9	92.6
3 Available-to-Promise (ATP)	100	94.1
4 Pricing and Discounting	99.2	93.4
5 Customer Service and Returned Goods Handling	100	93.6
6 Customer Relationship Management (CRM)	95.7	83.7
7 Order Entry	93.8	88.7

SYSPRO for ERP for Manufacturing (SMB)

Financials

The Financials module provides features and functions that allow accountants and financial managers to ensure financial transactions are tracked and properly recorded, and that this information is available via reports and other data retrieval tools. Traditionally, this module includes the General Ledger, Accounts Payable, Fixed Assets, Cost Accounting, Cash Management, Accounts Receivable, and Financial Reporting submodules.
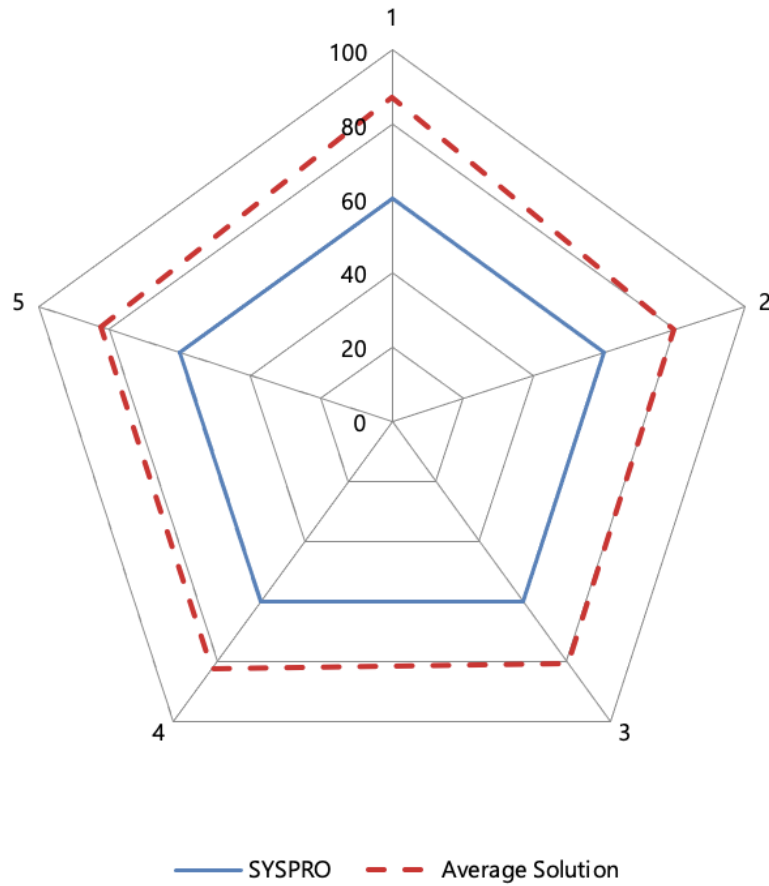

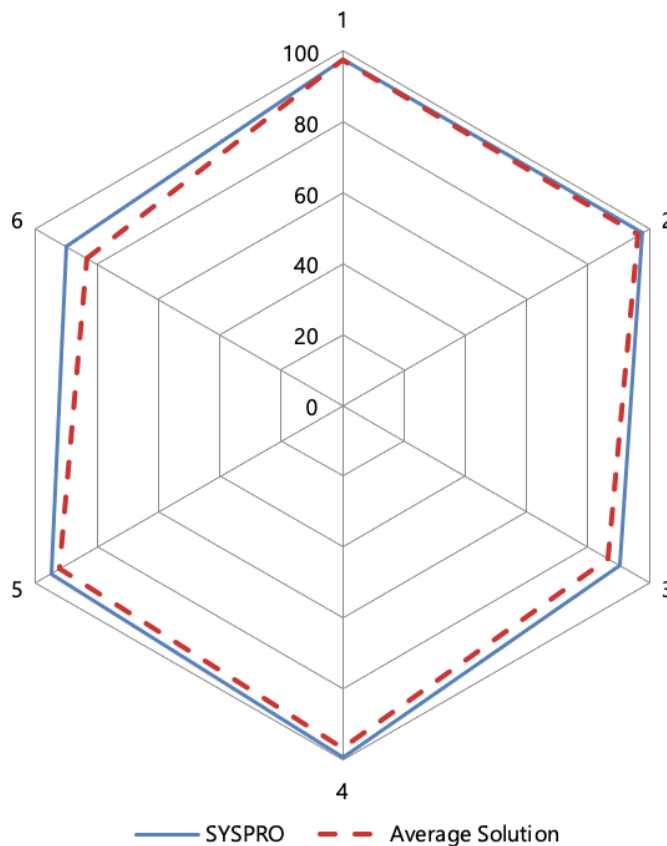|	Criteria	SYSPRO Score	Average Score
1	General Ledger	88.4	96.2
2	Accounts Payable (A/P)	89.9	97.4
3	Fixed Assets	89.3	93.7
4	Cost Accounting	77.3	92.5
5	Cash Management	91.9	96.5
6	Accounts Receivable	94.0	98.0
7	Financial Reporting	81.2	97.4

Human Resources

Human Resources management encompasses all the applications necessary for handling personnel-related tasks for corporate managers and individual employees. Submodules include Personnel Management, Benefits, Payroll, Health and Safety, and Workforce Management.

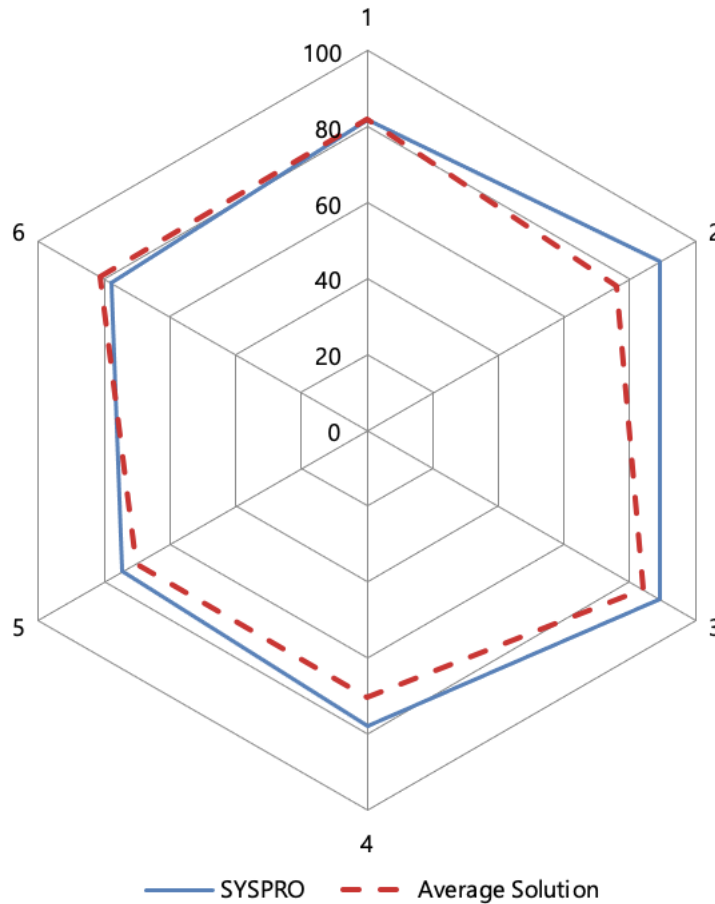| Criteria	SYSPRO Score	Average Score
1 Personnel Management	60.0	87.4
2 Benefits	60.0	79.9
3 Payroll	60.0	80.7
4 Health and Safety	60.0	82.4
5 Workforce Management	60.0	82.4

Discrete Manufacturing Management

The Discrete Manufacturing Management module covers discrete manufacturing and provides the ability to plan production at various scales, rolling high-level plans down into daily schedules of individual machines and workers, and tracing real-time situations on the production shop floor and in planning to control manufacturing. This ensures that manufacturing facilities follow production plans in an accurate and timely manner, and that manufacturing schedules and operations are altered as required. It involves product configuring, work centers and machines dispatching, all aspects of work-in-progress management, and comprehensive product costing functionality. It also provides a consolidated view of the production situation using extensive multi-level reporting capabilities.

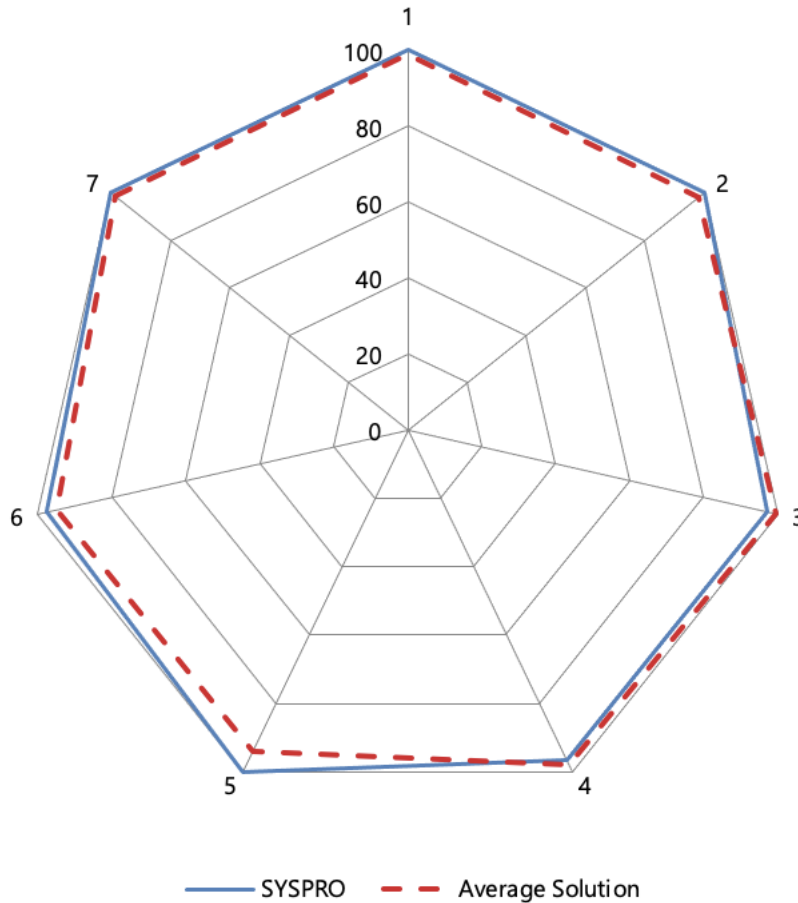| Criteria	SYSPRO Score	Average Score
1 Product Costing	97.6	97.4
2 Shop Floor Control	97.7	96.3
3 Field Service and Repairs	90.4	86.4
4 Production Planning	99.3	96.7
5 Product Data Management (PDM)	95.0	92.3
6 Product/Item Configurator	90.0	83.2

Process Manufacturing Management

Process Manufacturing Management covers specifics that are applicable to process type of manufacturing. Formulas and recipes, modeling of process using formulas and routings, process batch control and reporting, conformance reporting, process manufacturing costing, and process manufacturing–related material management are the major functional areas of this module. It also provides a consolidated view of the production situation using extensive multi-level reporting capabilities.

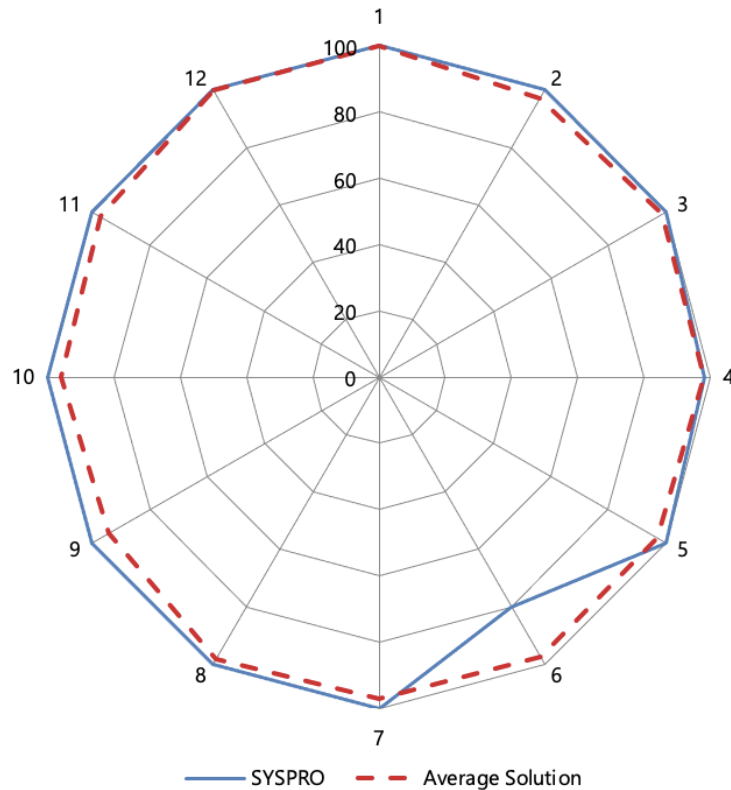| Criteria		SYSPRO Score	Average Score
1	Formulas/Recipes	81.8	82.1
2	Process Model (Formulas + Routings)	89.1	76.1
3	Process Batch Control and Reporting	89.2	83.9
4	Conformance Reporting	78.0	70.2
5	Process Manufacturing Costing	74.4	70.1
6	Material Management	77.8	81.2

Inventory Management

Inventory Management functionality addresses the record-keeping of warehoused goods, and managing the movement of these goods to, from, and through warehouses. Forecasting, finished goods reservation and allocation processes, and inventory adjustments are also a part of this functional module.

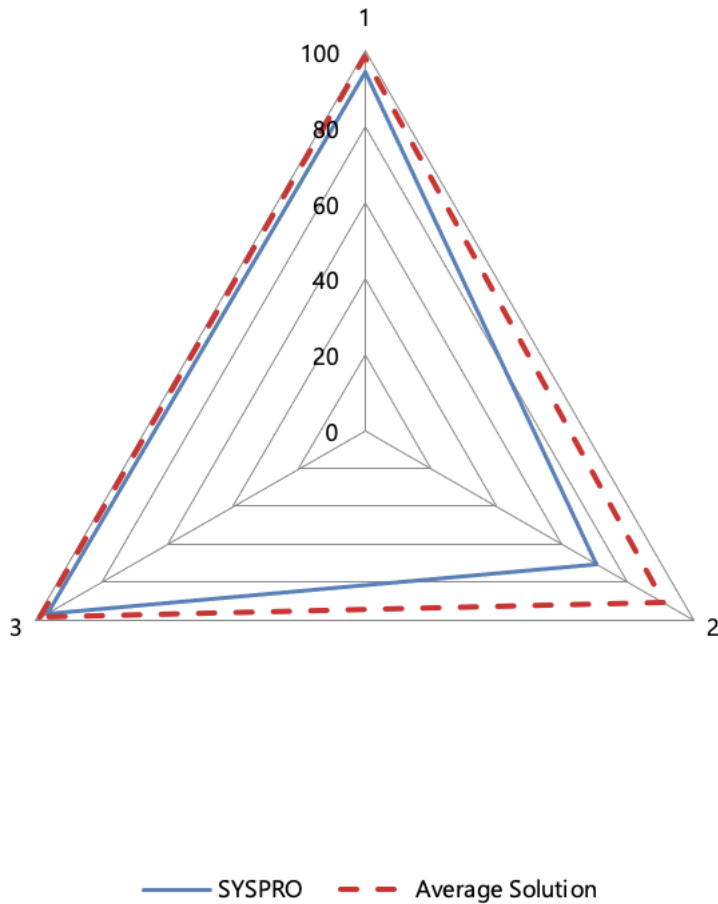| Criteria		SYSPRO Score	Average Score
1	Inventory Management—Online Requirements	100	99.0
2	Processing Requirements	100	98.0
3	Data Requirements	97.3	99.5
4	Locations and Lot Control	96.7	97.8
5	Forecasting	100	93.9
6	Reservations and Allocations	97.7	95.0
7	Adjusting Inventory	100	98.6

Purchasing Management

Purchasing Management encompasses a group of applications that controls the purchasing of raw materials and manages inventory stocks. It also involves creating purchase orders/contracts, supplier tracking, goods receipt and payment, and associated regulatory compliance analysis and reporting.

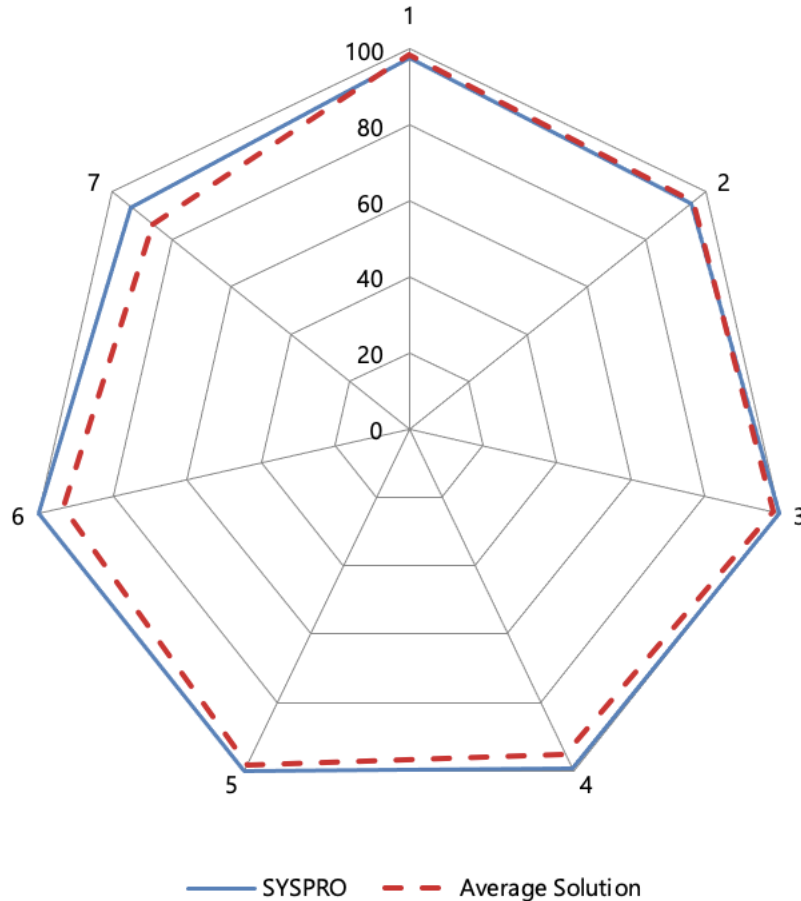| Criteria		SYSPRO Score	Average Score
1	Profile of Suppliers	100	100
2	Rating of Suppliers	100	97.3
3	Requisitions and Quotations	100	98.9
4	Purchase Orders (POs)	98.4	98.3
5	Pricing	100	97.0
6	Vendor Contracts and Agreements	80.0	97.5
7	Management of POs	100	97.1
8	Procurement Reporting and Online Reporting	100	98.2
9	Repeat Procurement	100	94.4
10	Receipts for Procurement	100	96.1
11	Online Requirements for Purchasing Management	100	97.2
12	Reporting and Interfacing Requirements	100	99.8

Quality Management

Quality Management refers to the set of actions taken by an organization to ensure that it creates and delivers high-quality products. Organizations must comply with national and international rules and regulations related to product quality, but they often also create and use internal requirements for quality control. Specific procedures need to be set up in order to ensure that the end products comply with internal or external quality standards. All these activities need to be well documented in order to provide the information needed when customers are not satisfied with the quality of the products received. Government agencies may also require this information for control and verification.

Criteria		SYSPRO Score	Average Score
1	Production Quality Management	94.4	98.5
2	Non-Production Quality Management	70.5	90.9
3	Inventory Quality Management	96.3	98.6

Sales Management

Sales Management encompasses a group of applications that automates the data entry process of customer orders and keeps track of the status of orders. It involves order entry, order tracing and status reporting, pricing, invoicing, etc. It also provides basic functionality for lead tracking, customer information, quote processing, pricing and rebates, etc.

Criteria		SYSPRO Score	Average Score
1	Online Requirements (Sales Management)	97.8	98.6
2	Reporting and Interfacing Requirements	95.2	95.9
3	Available-to-Promise (ATP)	100	98.4
4	Pricing and Discounting	99.5	95.1
5	Customer Service and Returned Goods Handling	100	98.4
6	Customer Relationship Management (CRM)	100	93.6
7	Order Entry	93.6	86.5

About Technology Evaluation Centers

Technology Evaluation Centers (TEC) is a global consulting and advisory firm, helping organizations select the best enterprise software solution for their needs. TEC reduces the time, cost, and risk associated with enterprise software selection with its advanced decision-making process and support application, software selection experts, and extensive resources.

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