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## Richly upholstered with functionality and know-how

SYSPRO for Furniture has been developed over twenty-five years through its implementation in the world's leading furniture manufacturing organizations - from mass-produced sofas, flat-packed office furniture and domestic lighting, to handcrafted case goods and luxury beds.

While craftsmanship and tradition permeate the industry, these manufacturers also share the challenges of modern-day manufacturing. Manpower is relatively high and large-scale automation often difficult; they operate in highly competitive markets, where price and delivery are critical but where supply chains can be long. More often than not, they have to manufacture or assemble to order, without holding large volumes of stock, in an environment where short-term orders are the rule rather than the exception. EDI links with customers are essential and they have to re-schedule a wide variety of size, color, design and trim options on a daily basis - often delivering direct to the consumer.

SYSPRO for Furniture can meet these challenges and it can be configured to fit your business – whatever business you're in.

SYSPRO for Furniture offers superior functionality, it is quick to implement and extremely easy to use. And to help you drive your business towards best practice, SYSPRO for Furniture supports the latest lean manufacturing techniques and continuous improvement programs.

SYSPRO for Furniture is proven to deliver a rapid return on investment; an investment that is future-proofed to go on delivering as your market changes and your business grows.



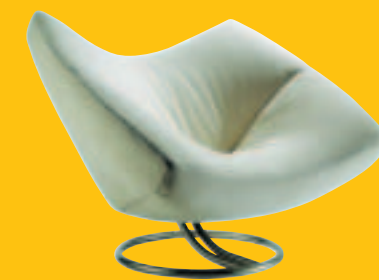
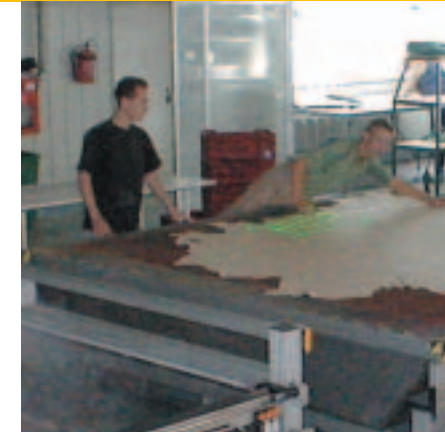
Configured to **Deliver**

# Complete Control

## Enterprise Resource Planning ERP

SYSPRO for Furniture is a fully integrated business solution that delivers complete control over the planning and management of all facets of your operation, including accounting, manufacturing and distribution. With access to easy-to-view, real-time information, your business can leverage SYSPRO software to respond rapidly to changing circumstances, react quickly to customer demands, reduce operating costs through streamlined processes and workflow automation, and outpace the competition. Because SYSPRO ERP can extend your enterprise with sophisticated CRM, APS and e-commerce functionality, your company can easily extend control to the entire supply chain.

The modular nature of the SYSPRO ERP solution allows you to select those functions needed to increase operational control and effectiveness. SYSPRO software is enhanced and upgraded on an ongoing basis; it is available in multiple languages and supports all major currencies. With a foundation of leading-edge technology, SYSPRO for Furniture enables your business to reap the rewards of a becoming a more efficient operation.





**SYSPRO for Furniture  
customers worldwide**

- Relyon UK
- Quality Furniture Company UK
- Furniture Factory UK
- Specialty Building Products Canada
- Steinhoff Group South Africa
- Cornick and Cornick South Africa
- T O Higgins Ireland
- Quality Kitchens Ireland
- Home Lee Bedding Ireland
- Smartply Europe Ireland
- BASTA Ireland

SYSPRO for Furniture is installed in some of the world's leading furniture manufacturing businesses. It has delivered them dramatic improvements in profitability, quote turn-around time, on-time delivery, scheduling and customer relations, plus equally dramatic reductions to work in progress, and inventory.

# Rapid **ROI** Business Benefits

## **Quality Furniture Company UK**

*"SYSPRO has given us complete visibility of our operation. We've now got a fully-automated EDI link with all our customers; we've increased factory throughput, improved forward scheduling and driven down lead times - for suppliers and customers"*

QFC is a high-volume manufacturer of low cost lounge suites. It manufactures catalogue-specific ranges for high street multiples and mail order companies. The company was bought out of receivership in 1996. The new owners rationalized the product lines and geared up for high volume production. The company has grown rapidly and it implemented SYSPRO to help it get more control over its manufacturing operation and improve customer service.

## **Steinhoff South Africa**

*"In terms of the systems in the mid-range, our experience is that SYSPRO is by far the leader for functionality and simplicity of implementation, and its suitability for discrete manufacturing processes."*

Steinhoff is the largest furniture group in Africa. The group manufactures, warehouses and distributes a wide range of bedroom and living room furniture, as well as the raw materials used in furniture manufacture. Steinhoff has nearly 100 factories and employs 20,000 people worldwide. It has SYSPRO as its standard ERP platform across all its African sites.

## **Relyon UK**

*"SYSPRO has delivered significant improvements to our customer service, as well as simplifying our working practices, so we have been able to improve our internal controls. The big benefits for us have been a reduction in stock levels and improved lead times."*

Relyon, which employs over 600 people in the UK, has manufactured high quality beds from its Somerset factory for over 140 years. Relyon needed a new ERP system to run across three plants - its existing MRP system could not provide the control over work in progress and finished goods stock, the company needed, so it turned to SYSPRO.



## **Specialty Building Products Canada**

*"SYSPRO has proven to be a sound business investment as the software continues to support our ambitious growth rate."*

Specialty Building Products, based in Canada, manufactures commodity and specialty door lights sold to homebuilders and the home renovation market. It employs over 500 staff, has over 3,000 stock codes and seven distribution centers throughout Canada and the United States. It sends up to 16 truckloads of product each week to its customers and distribution locations – the company turned to SYSPRO to tackle its massive production and inventory challenges.

## **Cornick and Cornick South Africa**

*"We're a large organization now and SYSPRO allowed us to move very quickly from a non-integrated system to an integrated one in a practical and financially acceptable manner."*

When The Cornick Group, a manufacturer of case goods, acquired Afcot Furniture Group, it became the largest furniture manufacturer in the southern hemisphere. As the two companies merged, Cornick chose SYSPRO as its new ERP system to tackle operational problems at the individual plant level and to provide critical management information at a group level, in real time.

# Leading Edge Technology

# Internet Power



## Advanced Planning and Scheduling APS

SYSPRO APS closes the loop between the ERP system and the shopfloor. It is a dedicated factory and shopfloor control system, which gives your factory manager complete flexibility and real time control over a dynamic manufacturing environment.

SYSPRO APS can 'see' the shopfloor in real time (and in a graphical Microsoft® Windows® format) because it is linked with data capture tools at the point of manufacture.

The system provides immediate feedback from the shopfloor to the scheduler so they can maximize productivity in response to new orders, new priorities or machine downtime. And it allows managers to determine actual lead times, answer 'what if?' questions instantly and feed an order into the production schedule in seconds. With SYSPRO APS, you can reschedule work immediately and cope with regular changes in the schedule without disrupting the plant.

With SYSPRO APS, you can schedule production from any point in your manufacturing or logistics processes, wherever there is a constraint – from order to transportation.

SYSPRO APS gives you complete confidence in your ability to meet the increasing demands of customers for a wider variety of product choices without increasing inventory, while at the same time, improving productivity, customer service and on-time delivery.

## Customer Relationship Management CRM

SYSPRO CRM's key quality is in helping you win and retain customers. The SYSPRO

CRM solution lets you track and manage all customer and supplier touch points: customer correspondence, status, vendor relationships, marketing campaigns, service issues, product returns, warranty and repair histories, quote and sales order information are all monitored and recorded, providing a 360 degree view of internal and external business relationships. SYSPRO CRM enables sales, marketing and customer support operations to work collaboratively to achieve total customer satisfaction.

SYSPRO CRM offers powerful synchronization features and web tools to facilitate remote and off-line access via browser, laptop and web-enabled, portable or handheld PDA device - all enhancing marketing, lead capture and field sales efforts to increase sales and profitability.

Imagine your sales representative in front of a prospect being asked when they could deliver. Imagine how much it would improve your chances of winning the business if they were able to answer immediately and accurately because they could check remotely to see whether the materials, machines and capacity were available to meet the deadline.

Imagine too a customer calling to ask when their order was going to be delivered, or even wanting to change their order. Imagine if your customer service operative could see the order instantly online and tell the customer where it was in the production cycle that very moment - and when the job would be delivered, or what the options and implications were for re-scheduling. Then imagine the impact of being able to re-schedule in real time online. That's the sort of customer service you can provide with SYSPRO CRM.

## E-commerce and e.net solutions™

In today's competitive business environment, the integration of systems and processes is at the heart of effective business-to-business trading. Software tools like ERP and CRM can help improve your customer and supplier relationships but not if they are used in isolation - a customer placing an order over the Internet expects a fast response but unless your systems are fully integrated the customer is going to be disappointed.

The Internet is easily the most powerful business tool of the new millennium. It has altered business methodologies and dramatically impacted the way organizations relate to their customers. From the ordering process to customer support and customer service, the Internet offers limitless opportunities to those companies with access to Web-enabling technologies.

SYSPRO for Furniture ushers in a new era of Web services. SYSPRO leverages Microsoft® .NET component architecture to deliver SYSPRO e.net solutions™, an open component-based software framework. SYSPRO e.net solutions™ provides a highly cost-effective way for you to trade across the Internet, integrate best-of-breed applications, maximize business-to-business trading and leverage wireless connectivity.

SYSPRO e.net solutions™ not only allows users to interact with the SYSPRO system over the Internet but also remotely from their

palm pilot or cell phone, so they can enter purchase orders or check inventory while they are in the field.

SYSPRO's e.net solutions™ allows your customers to access online catalogues or manuals, search for and order items and then track their progress, from order to delivery, in real time - all this via a standard Web browser from your customer's own desktop. You can even allow customers and consumers to preview your products via an Internet browser, experimenting with different designs, fabrics, colors and sizes before they order, and provide them with individual price lists and product codes.

## Document Flow Manager

In business, sharing data with trading partners is essential. SYSPRO Document Flow Manager provides a powerful way of automating business processes and forms a key part of facilitating collaborative commerce. It allows you to exchange documents with customers and suppliers more easily than ever before – from quotation to invoice - and automates the flow of all documents as they move through your organization.

Documents can be tracked and posted directly into the ERP system, and retrieved at a keystroke. And they can be translated automatically from one format to another – from email to html to Microsoft® Access® or Excel® and back again. With SYSPRO Document Flow Manager, documents are

routed automatically, so they're always where they should be, when they should be.

## Product Configurator

If you are manufacturing in high volumes with few variants, SYSPRO for Furniture allows you to work to a single bill of materials but, if you're manufacturing in small volumes with lots of variants, Product Configurator allows you to maintain a library of common configurations, so it's easy to recall repeat orders without having to store and retrieve hundreds of different bills of materials. And because Product Configurator links directly into SYSPRO's production module, you can generate works orders and jobs directly from the configuration.

SYSPRO's Product Configurator also allows you to cut your quote turn around time from weeks to hours - in a competitive market winning business demands a rapid response to requests for quotations and tenders and because SYSPRO's Product Configurator is easy to use, quotations and orders can be configured by non-technical staff, freeing up your designers, and because the system allows them to re-use proven manufacturing data, errors are eliminated from quotations, ensuring that when you do win the order, it will be a profitable one.