



**SYSPRO**<sup>TM</sup>  
Simplifying  
your Success



SYSPRO Corporate Profile  
March 2008



## the COMPANY

SYSPRO is an internationally recognized, leading provider of enterprise business solutions. Formed in 1978, SYSPRO was one of the first software vendors to develop an enterprise resource planning solution. Today, SYSPRO is a global business solutions vendor with offices on four continents and supporting six continents with over 1500 channel and support partners. Over 12,000 licensed companies across a broad spectrum of industries in more than 60 countries trust SYSPRO as the platform on which to manage their business processes.

By focusing on people and building lasting relationships with customers and partners, SYSPRO consistently excels at guiding customers through all aspects of their implementation. Tried, tested and reliable, SYSPRO has stood the test of time as a company and as a software solution. Drawing on its heritage, SYSPRO's vision is focused on delivering customer needs today and in the future. The company's mission is to continually develop remarkable software that simplifies operational effectiveness and keeps customers in control of their businesses.

As a customer-centric company, SYSPRO aims to deliver world-class software that gives customers the control, insight and agility they need for competitive advantage in a global economy. Customer focus is a core component of the corporate culture and continues to be one of the key reasons why SYSPRO maintains a strong leadership position in the enterprise application market.

## the PRODUCT

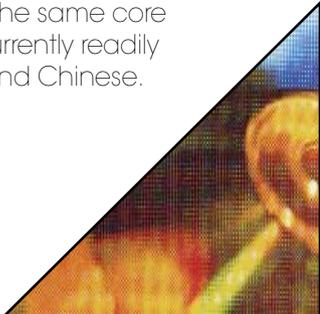
Bearing the hallmarks of software engineering excellence, SYSPRO is an easy-to-buy, easy-to-deploy and easy-to-use enterprise-wide software solution. The software is characterized by tight integration, interoperability, outstanding price/performance, balance of functionality and a strong focus on business process management and usability. Highly adaptable to a wide variety of business types and industries, SYSPRO is a true turnkey solution that is scalable in terms of enterprise size and business functionality. Using a 'building block' approach, the core SYSPRO system forms the platform on which customers can start adding business functionality and technological capabilities as needed. Each business module is tightly integrated with the core platform, ensuring that when modules are implemented, business operations continue to operate with minimal disruption and risk. The availability of more than 45 integrated business modules encompassing financial controls, sales, purchasing, inventory control, CRM, MRP/production control, forecasting, distribution, Inventory Optimization, Advanced Planning & Scheduling and Business Analytics enables customers to implement business controls and tailor pervasive solutions that are specific to their needs.

The SYSPRO Contact Management module is fully integrated to MS Outlook and can synchronize e-mail activity and appointments. In addition any user in the enterprise using Microsoft Office products such as Word or Excel can access information directly from the SYSPRO database through the use of SYSPRO Office Integration (SOI). Once the information has been displayed it can be inserted directly into the current document either as simple text or as a table. This uses full SYSPRO authentication and security, without the need to consume a SYSPRO license.

The SYSPRO menu and user-interface is fully customizable enabling users to tailor their desktop to their specific needs. A plug and play dashboard provides real-time information and KPI's relevant to the user's needs.

SYSPRO e.net Solutions provides access to the SYSPRO business logic and data, thus facilitating problem free integration to any third-party product or add-on features, without the need for redevelopment with product upgrades.

To ensure global product integration, the same core product suite is sold globally; and is currently readily available in English, Spanish, French and Chinese.



## the TECHNOLOGY

Since its inception SYSPRO has been a technological innovator, consistently improving its products with new practices, design principles and technologies. These improvements are passed on to customers in a manner that ensures a smooth upgrade path and protection of customers' initial investment. SYSPRO continues this commitment into the future, employing its research and development skill and experience to bring customers remarkable software that is focused on real needs and the simplification of problems.

Over the years SYSPRO's product architecture has moved from a legacy two-tier system into a contemporary three-tiered product that is easy to maintain and develop well into the future. Object-orientated design permeates throughout the product to form a robust component architecture and business logic platform on which developers can rapidly develop and deploy custom applications. Intrinsic to the system is the use of standards-based XML formats for information exchange, and web service technologies for maximum interoperability between disparate systems.



Through close cooperation with leading technology partners such as Microsoft Corporation, Micro Focus and Business Objects, SYSPRO's research and development effort keeps a vigilant watch for core technologies that can be incorporated into the product for customer benefit.

"SYSPRO has enabled us to reduce our quoting time by around 70%. It provides visibility of imported goods while facilitating the control of associated costs. We can now cost independent designs quickly and accurately - with the confidence that our costings are correct. We can also pass significant discounts to our customers that previously we weren't sure we could afford."

**Epicentre Trading**

"Micro Focus is proud of its long association with SYSPRO which spans more than 20 years. SYSPRO is one of our most valued customers and has consistently demonstrated innovative use of Micro Focus technology in delivering a world-class product."

**Stephen Kelly, CEO Micro Focus**



# the MARKETS

SYSPRO is renowned for its breadth and depth of business functionality and outstanding price-to-performance ratio. The system's ease-of-use and business process orientation, combined within a single integrated system encompassing strong accounting, manufacturing, distribution and supply chain capabilities, make it a compelling solution for a broad range of mid-market businesses in a variety of vertical industries. SYSPRO services businesses within the process manufacturing, discrete manufacturing, asset-intensive and service-intensive market domains.

"Being listed on the New York stock exchange, means the Sarbanes-Oxley requirements are a big driver at the moment. The control SYSPRO allows us to bring over segregation of duties is a massive benefit."

**William Glasheen, financial controller ABB Limited**

To date SYSPRO has been successfully installed and is operating satisfactorily at more than 12,000 licensed companies in environments including: custom job shops, engineering-to-order, configure-to-order, assemble-to-order, made-to-order, make-to-stock and mixed-mode operations.

# the ORGANIZATION

SYSPRO has offices in Canada, the United States, the United Kingdom, Australia and South Africa. The organization is managed as privately-held companies with a full-time staff of over 350 people worldwide. This makes SYSPRO one of the largest privately-held and independent enterprise application software vendors in the world.

Unified under the SYSPRO brand and leadership of the board and key corporate management, SYSPRO remains united in its mission and focused on its commitment to customers. Under strong company leadership, the SYSPRO 'Corporate Values' are incorporated into daily life. The culture of being expert, tenacious, individual, smart, reliable, open and responsive is followed through within every aspect of daily business dealings. Corporate governance is well-rounded and balanced through breadth of international perspective and executive experience. As a result, the company is clear in its vision of the future but equally well-grounded in the reality of the present.

SYSPRO is a responsible corporate citizen that strives to act ethically and respectfully wherever it operates. For its employees, SYSPRO promotes a secure and stable work environment providing equal opportunity for career development. These qualities, combined with recognition that people and relationships are some of the key ingredients for building success, keep the character of the company human in nature, a factor that contributes greatly to its stability and ability to retain talent and foster innovation.



## executive MANAGEMENT

The cornerstone of SYSPRO's corporate governance and success resides in the skill and experience of the company board and its key corporate management. This dedicated team is charged with making final decisions in the best interests of the company on matters such as globalization, organizational change, inter-company relations, competitive positioning, ethics and transparency, diversity in the workplace, financial management and technological direction.

SYSPRO draws great strength from a leadership team which thoroughly understands the company, industry and operating environment and possesses close, long-term relationships with customers and partners around the world. The great majority of the board and management has been with the company since its inception and has been instrumental in shaping the company from a start-up operation into the leader it is today.



**Phil Duff**  
Founder and  
Chief  
Executive Officer  
SYSPRO



**Joey Benadretti**  
President and  
Joint Managing  
Director  
SYSPRO USA



**Howard Joseph**  
Managing Director  
SYSPRO UK/K3



**Shaun Butler**  
General Manager  
SYSPRO Asia Pacific



**Brian Stein**  
CEO and Joint  
Managing  
Director  
SYSPRO USA



**Louise Thompson**  
Product Marketing  
Director  
SYSPRO South Africa



**John Fahey**  
President  
SYSPRO Canada



**Rodney Marais**  
Financial Director  
SYSPRO South Africa



**Russell Hollick**  
Research and  
Development Director  
SYSPRO South Africa



**Meryl Malcomess**  
Marketing Director  
SYSPRO South Africa

## business MODEL



One of the unique characteristics of SYSPRO as a company is that it is one of the few mid-market business application vendors focused on developing a single product. While the attention of most vendors is spread thin across multiple market niches,

SYSPRO's attention is squarely fixed on delivering exceptional value through remarkable business process management software. The results of this dedication and specialization are naturally reflected in the product and the company's high customer retention rate and ability to upgrade its customer base to the latest software version.

The company's primary method of delivering product to market is through a strong reseller network. The reseller network is the primary sales and consultation arm of the company and is responsible for implementation and support at local level. While the channel is the primary and preferred interface for customers, SYSPRO also engages customers directly, or in co-operation with channel partners, in instances where the size or scope of the customer's organization exceeds a channel partner's capacity for delivery or co-ordination of multiple channel partners is required. In all instances, SYSPRO assumes ultimate responsibility for the customer's satisfaction, providing reassurance of quality, consistency and ongoing support, either through the channel or direct.

SYSPRO software is renowned for its impressive price-to-performance and functionality ratio. The software is priced according to business modules and the number of users with an annual license fee, thereby covering the costs of product upgrades. This model dramatically reduces the initial cost of acquiring and implementing SYSPRO software, reduces total cost of ownership and ensures that customers continue to enjoy the benefits of product enhancements, upgrades and support over time.

In addition to delivering ongoing customer value, this model builds the annuity income that has helped SYSPRO to weather market turbulence and consolidation for more than two decades. This traditional, back-to-basics approach to business reinforces SYSPRO's ability to develop and deliver ongoing customer value in a manner that is consistent and predictable in an unpredictable 'here today, gone tomorrow' world. Steadfast, sturdy, established and reinforced by the annual compounding effect of a year-on-year increase in customer base and annual license fees, SYSPRO is a business application vendor that reassures its customers' investment in the long-term.

By incorporating the annuity income module, it has assisted SYSPRO to ride the waves of various global influences on the IT industry, such as fluctuating market trends and resource availability to name a few.



SYSPRO worldwide offices



## our OFFICES

SYSPRO software is marketed through five offices covering Africa and the Middle East, Asia Pacific, Canada, United Kingdom and Europe, United States and Americas.

The company's main research and development center is located in South Africa. Specific product development is also performed in each of the regional offices that form part of an international product design committee. In addition to development, each regional office is responsible for marketing, sales and support within its region.

Through these offices SYSPRO manages organizational alignment. The company holds an annual conference attended by corporate executives, channel partners, industry analysts and members of the media. During this conference, SYSPRO takes the opportunity to inform partners on issues related to company performance, operational changes and the general strategic direction of the company.

## the

## CHANNEL

A key component of SYSPRO's success can be attributed to the breadth and depth of experience the company enjoys within its partner channel. SYSPRO takes a proactive approach to enhancing this resource through the 'SYSPRO Learning Channel', a program aimed at updating the organization and its channel partners on the latest technological advances as they are developed. The SYSPRO Learning Channel is also aimed at providing channel partners with ongoing information on how customers can extract additional value from their current investments.

In addition to the SYSPRO Learning Channel,

SYSPRO offers channel support through the 'SYSPRO Support Zone', a web-based front-end to the world of SYSPRO that delivers product upgrades, release notes and the important information channel partners need in order to stay current with SYSPRO affairs and news. In addition to providing information resources for technical personnel, SYSPRO is also actively involved in promoting product and industry knowledge within its representative sales force. The SYSPRO Sales Zone keeps sales and account executives informed about product capabilities and other types of information required to provide valuable information and consultation to customers.



SYSPRO worldwide Reseller Channel



# our CUSTOMERS

More than 12,000 licensed companies across a range of industries in over 60 countries trust SYSPRO as the platform on which to manage their business processes. These operations range from small businesses with anywhere between 10 and 50 users to large, geographically dispersed organizations with many separate business units. SYSPRO's largest single-instance implementation supports in excess of 700 individual users and its largest multi-site implementation supports more than 40 sites with over 950 users.

Among SYSPRO's client list is an assortment of internationally renowned brand name organizations, some of which are public companies listed on the major exchanges. The following list is indicative of the range of industries served by SYSPRO:

- Engineering Equipment
- Industrial and Commercial Machinery
- Plastics Injection Mold and Extrusion
- Metal/Plastics Cut-shape Suppliers
- Primary Metals
- Fabrication
- Automotive and Auto Parts
- Computers and Electronics
- Furniture
- Consumer Packaged Goods
- Chemicals and Fertilizers
- Outside Processing
- Wood Products and Paper
- Aerospace Products
- Pharmaceuticals
- Medical Devices
- Specialist Vehicles
- Food and Beverage

"The result of integrating our systems with SYSPRO has been a net savings in time. That's allowed us to channel our employee's intelligence and strength in other directions. Our inventory accuracy has improved; we've reduced costs, and been able to get product to our customers in a more timely fashion. We're extremely pleased with the result."

**Dupar Controls, a Dewhurst Group subsidiary**

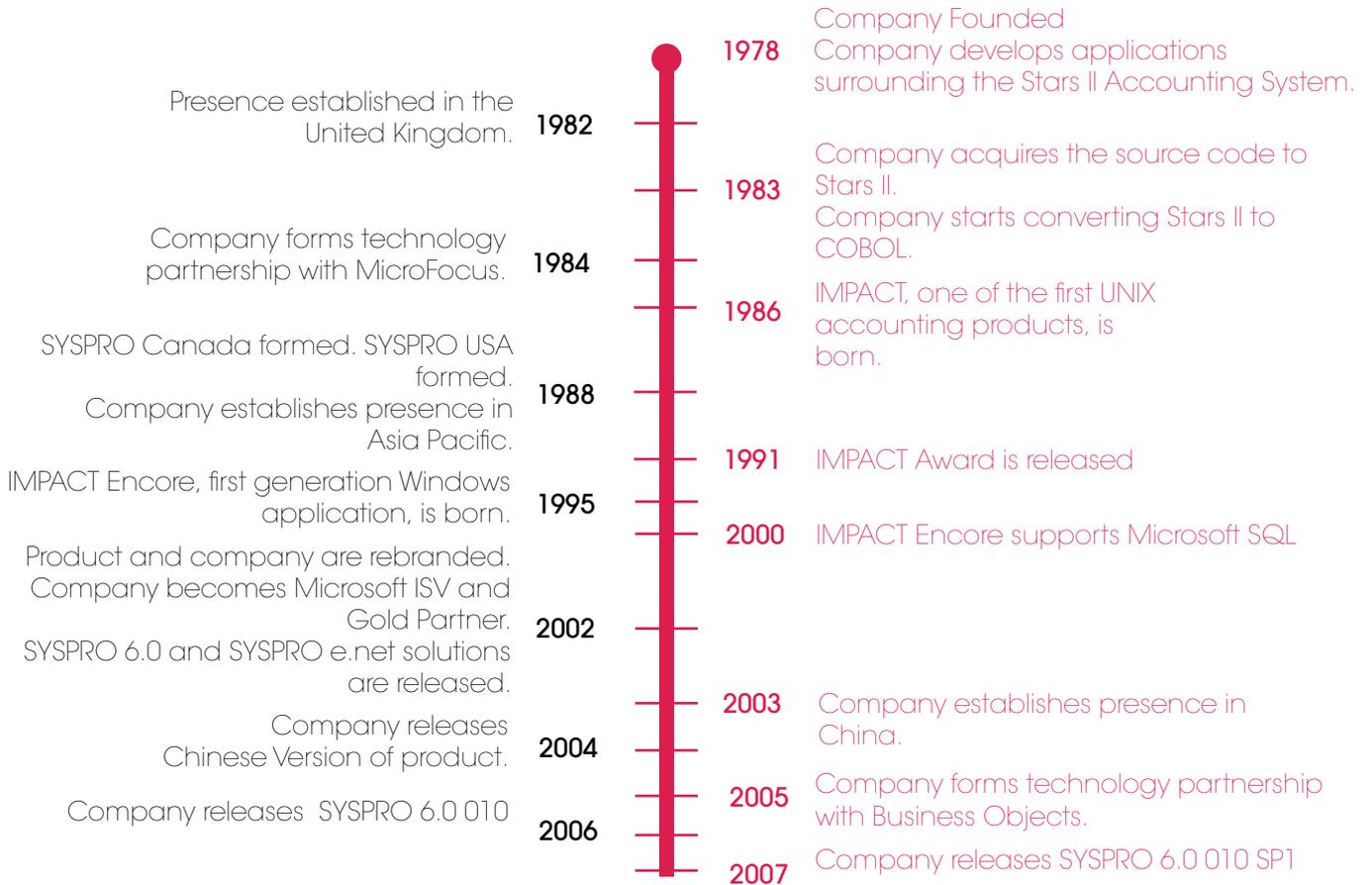
"For the specific requirements of aerospace suppliers, SYSPRO does a lot more than the typical ERP/MRP system. It delivers the specific functionality that we need to control and manage our business, in order that we may improve our performance to customers and become better suppliers"

**Thermal Engineering**

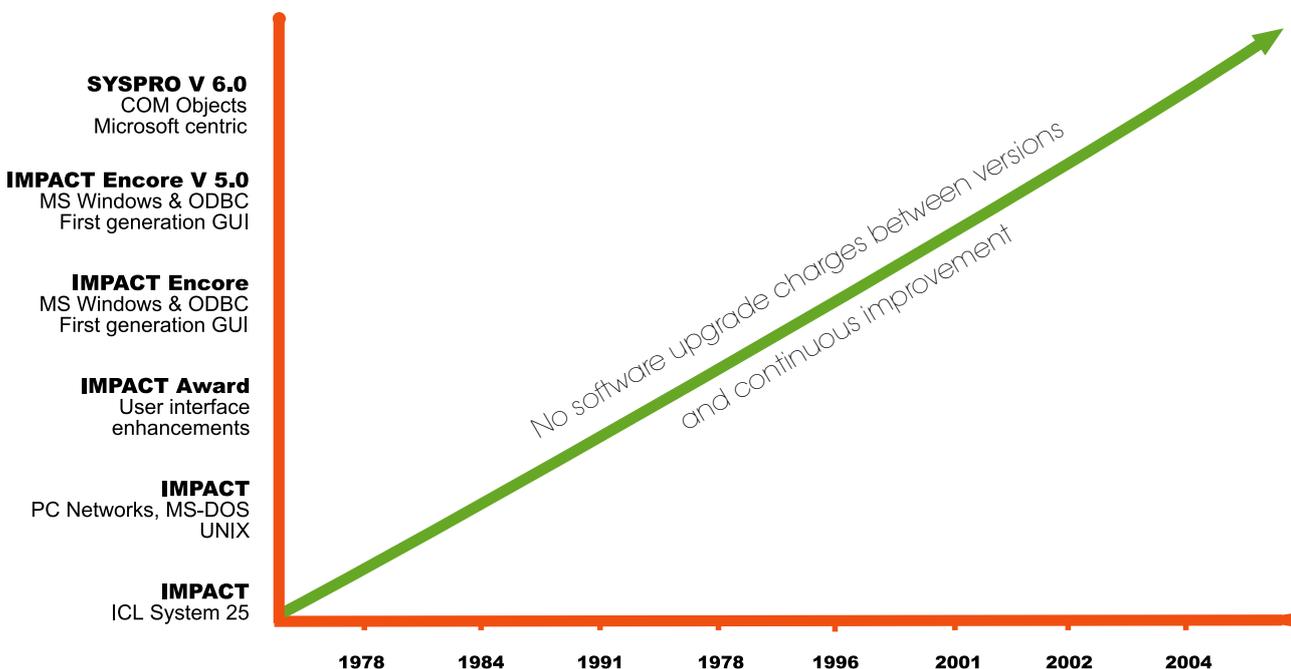


SYSPRO worldwide customers

# company MILESTONES



# innovation TIMELINE



# FINANCIAL

"SYSPRO was founded as and still is a successful privately-held company that has enjoyed a year-on-year average growth of 15%. SYSPRO has no long-term debt commitments and enjoys a lean, competitive cost structure. The company has strong and sound financial management that has helped achieved its position today, and ensures its success in the future."

Rodney Marais  
CFO, SYSPRO  
South Africa

## SYSPRO ACCOLADES

SYSPRO consistently wins prestigious industry award and receives top-level ratings from consulting firms, industry analysts and research houses for outstanding product, technology and service.

SYSPRO also won the Microsoft Independent Software Vendor (ISV) of the Year Award for 2004, and was the only ISV Partner to achieve Gold Certified Partner status in the ISV/Solutions category.

SYSPRO is also one of the few companies to be awarded use of the prestigious Microsoft .Net Connected logo.



**Microsoft®**  
**GOLD CERTIFIED**  
*Partner*



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