

GLOBAL TALK

SECOND QUARTER 2007



In the previous edition of SYSPRO Global Talk, I discussed SYSPRO 6.0 Issue 010 Service Pack 1 – how easy it is to migrate to this version from Issue 010 and how Service Pack 1 takes the product to a whole new level by introducing a user interface which is far more customizable than ever before.

I would like to follow up on that discussion by giving you a high-level overview of SYSPRO Office Integration (SOI), a component of SYSPRO 6.0 Issue 010 Service Pack 1 which combines the powerful sophistication of SYSPRO with Microsoft Office, creating a great way to manage and disseminate information across the enterprise.

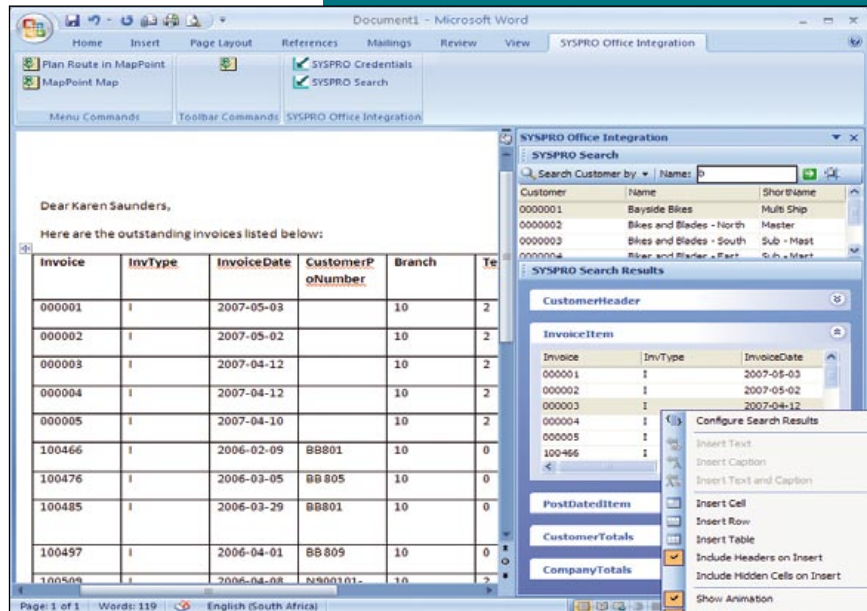
SOI enables you – or any other user in the enterprise, regardless of whether SYSPRO is installed on the client machine or not - to access information directly from the SYSPRO database within a Microsoft Office product such as Word or Excel, and to do this securely. Furthermore, once the information has been displayed it can be inserted directly into the current document as text or as a table.

There are various ways in which you can use Microsoft Office and SYSPRO to deliver information. We have built integration methods into SYSPRO which require no programming or development skills, providing two ways to integrate to Microsoft products. If you are in a Microsoft Office product, you can query information from SYSPRO, and if you are in SYSPRO you can 'export' information to a Microsoft Office product.

In either case, the information is protected by SYSPRO's own security rules, which means that

CEO's message

Phil Duff – CEO SYSPRO



you can protect sensitive data from being accessed. Also, SOI uses secure web services to communicate between the Office product and the SYSPRO application server, so you can work with an Office product at home using an Internet connection and still have access to the SYSPRO data.

With SOI, you can define the SYSPRO information that is displayed within the Office application, and the administrator can prevent users from accessing sensitive information by applying 'roles' to operators.

SOI is developed using standard Microsoft technology (Visual Studio Tools for Office) and SYSPRO's business objects to deliver a state-of-the-art Office integration module. SOI uses e.net solutions' XML schemas to derive the SYSPRO data. This means that not only is the data protected using SYSPRO's

security rules, but that the information returned can be configured as required.

SOI currently works with Microsoft Word and Excel (Office 2003 upwards).

The features offered by SOI include:

- **Easy deployment.** The deployment of SOI is a simple installation on the client machine. SYSPRO itself does not need to be installed on the client machine. The administrator installs the SOI web services on the web server so that it can connect to the SYSPRO application server. There is no licensing required in order to use SOI, even for non-SYSPRO users
- **Client credentials.** To protect the SYSPRO data from unauthorized access, the user needs to define his/her credentials to SOI once only;

the credentials define the name of the operator and the company to access within SYSPRO. Once logged in, SOL uses SYSPRO's business objects to derive data which is securely protected using SYSPRO's own security rules. Any security changes made within SYSPRO automatically apply to SOL usage

- **Search criteria.** You can search on a number of key fields and enter the search criteria to return a list of matched rows. You can then drill down to more information about the customer, contact or whatever by clicking on a row. The search results are shown in a series of collapsible task panels which are

configurable by the user

- **Security.** SOL uses 192-bit encryption for its web services to connect from the Microsoft Office product to the SYSPRO application. This not only provides secure access to the data but allows users to work remotely
- **Customization.** SOL provides views of SYSPRO data out-of-the-box, but all views can be configured by the user. You can decide what level of information is shown and also how it is shown
- **Inserting text into current document.** Any information returned in the Search results can be inserted directly into the current working document. Text can be inserted as text for

a single piece of data, such as a customer name, or as a row or table in the case of a data grid

- **Role-based layout.** If a role is associated with an operator, then the configuration for that role is applied and the user will not be allowed to configure the layout.

I think you'll agree that this latest offering is exciting, and I'm confident that SYSPRO 6.0 Issue 010 Service Pack 1 and SYSPRO Office Integration will make a measurable difference to you as a user as well as to your organization. ■

Phil Duff
CEO

SYSPRO sizzles as START-IT Magazine announces Hottest Companies of 2007



SYSPRO has been named one of the Hottest Companies of 2007 by START-IT magazine, which has been awarding this prestigious accolade to deserving members of the technology industry on an annual basis for 10 years.

Peggy Smedley, Editorial Director of START-IT, says: "Each of these winning companies has stepped up and made an impression on the marketplace in the past year. To be designated as a 'Hot' company shows customers, both current and future, that the company is dedicated to providing innovative and efficient technology to manufacturers, making them more competitive and successful."

Companies providing technology to the manufacturing industry are eligible and applicants are judged on such criteria as revenue growth, client wins in the previous year, technological developments, and significant events and accomplishments during the past year that help set a company apart from the competition.

As the manufacturing technology market becomes a tougher place to compete, the judges of START-IT's Hottest Companies awards must become more discerning. For the first time in the award's 10-year history, not one company was chosen as 'Up and Coming'. Of all entries received, the judges of START-IT's Hottest Companies competition selected only 29 manufacturing technology providers as 'Hot', and another 14 were chosen as companies to 'Keep An Eye On'.

Interestingly, 18 were enterprise application vendors, while only five serve the design and engineering market, and only two were classified supply chain and two as automation. The remaining two come from both device management and workforce management.

START-IT magazine helps manufacturers take full advantage of the power of partnerships by emphasizing the importance of IT partnerships and how these partners are working together to reach their goals through the use of technology. ■

NewBasis enters **New Growth Era** with SYSPRO Software

California-based NewBasis manufactures top quality, highly durable plastic, fiberglass and polymer concrete enclosures for use in a wide variety of industries, including telecommunications, power and electrical, public works and transportation, water, landscaping and construction.

NewBasis offers six different product lines; however, since each product line is available in numerous sizes, the company maintains about six thousand different parts, each with its own part number. In October 2006, for example, NewBasis shipped several thousand individual items.

Christopher Larkins, President of NewBasis, comments: "We've grown by double digits for the past several years - and it's essential that we are able to access certain information as we continue to grow and add new customers and product lines as well as expand to different areas of the country and the world."

Unfortunately, the rudimentary software NewBasis had been using failed to provide quick access to needed information. As a result, the company opted to seek out a new software solution. After an exhaustive search the company bought SYSPRO through SYSPRO reseller S2 Solutions.

New Basis chose SYSPRO for being the most intuitive software available, as well as for the in-depth experience of the S2 SAS



Consultants implementation team.

"We felt we could put almost any current or new employee in front of SYSPRO and have them able to use it and access the required information very quickly," Larkins says. "The team also had a far better understanding of manufacturing businesses of our size. Our decision was vindicated when the system went live after only 67 days."

During the implementation, the SAS consultants made use of the SYSPRO STARS (Structured Technique to Achieve a Rapid Solution) implementation methodology, a highly structured, business-centric methodology that guides all aspects of the implementation procedure and provides a framework by which business practices can be examined and re-energized to maximize overall operational efficiency.

In addition, many NewBasis business processes were examined and revised. As a growing company, NewBasis needed

new procedures for different areas of its plant for inventory tracking, engineering control and costing, so the business process were updated to be more compatible with SYSPRO. At the same time, the SAS team revised some aspects of SYSPRO to be more compatible with NewBasis's existing business processes.

The SYSPRO software runs on a Dell server and is used daily by up to 50 people.

Immediately following implementation, NewBasis began to reap the benefits of SYSPRO. "We have a much better handle on the true costs of our product. We have very quick access to information that we can provide to our customers, greatly enhancing customer service. And, we have exponentially increased visibility on production scheduling and work in process," Larkins says.

SYSPRO also plays a key role in co-ordinating the manufacture and shipments from NewBasis's main plant with satellite operations and warehouses. The company created several different warehouse bin locations within SYSPRO for tracking inventory by product and by



warehouse. This enables management to gain an instantaneous picture of the inventory status at each location and, accordingly, plan production and shipments.

Larkins is confident that NewBasis would have been unable to meet its growth tar-

gets this year and in the future without implementing SYSPRO. Since installing the system, the company has had record-breaking shipment months, to the tune of 20% growth per month.

"I wouldn't say that's exclusively related to SYSPRO, but

the SYSPRO software has given us greater access to information, greater visibility and control of scheduling and work in process. While some single-digit growth may have been inevitable, we would not have come near these record levels had we not had such great software," Larkins says. ■

Crusher manufacturer integrates SYSPRO/PLM system to *Reach Market Faster*

UK-based Extec Screens and Crushers, one of the world's leading manufacturers of mobile crushers, screens and shredders, has integrated SYSPRO with the Pulse Product Lifecycle Management (PLM) system to benefit from improved data transfer, shared information and faster design-to-market cycle times for its wide range of machines.

The company has three design offices working on variations of its 11 core machines to meet demanding customer requirements in the mineral extraction, quarry and recycling industries. There are 32 different variations for the company's flagship screener alone. Plus, each core machine and its variants have specifications that are individual to a number of customers, promoting a high level of end-user customization.

Usual design-to-production difficulties have been overcome due to the seamless integration between Pulse Technology Systems' PLM software, its Inventor 3D modeling application and the SYSPRO solution from K3 McGuffie Brunton. Using the latest e.NET architecture, the integrated Pulse PLM



and SYSPRO solution has solved a key management issue for companies like Extec by providing a fast and seamless stream of design and manufacturing data throughout the company, which is helping to reduce the crucial design-to-manufacturing cycle.

In the case of Extec Screens and Crushers, the fully integrated solution will enable the firm's designers to drop accurate Bill of Materials (BOM) information directly into the PLM application, which then outputs the data to SYSPRO to create work orders. By pulling the data directly into SYSPRO, the company can link individual customers' requirements with production costs to produce faster and more accurate quotations.

Matt Cox, Quality Manager

and Senior Design Engineer for Extec, says: "The 3D Modeling/PLM/ERP integration path enables us to look at and work on our Inventor drawings from three different design offices in Swadlincote, Sheffield and Omagh. We can individually transfer our design and build data into SYSPRO for company-wide availability. It gives us greater accuracy of BOM information, using an engineering control sign-off procedure, without having to manually check and re-key in information, especially Inventor model configuration and revision level data."

In addition, the Pulse system has a built-in change note system that speeds up change procedures and is able to make the changes available for viewing on a company-wide basis. ■

K3 acquires McGuffie Brunton; forms *Single Biggest Player* in UK ERP Mid-Market



K3 Business Technology Group and McGuffie Brunton, both SYSPRO distributors, have joined forces to create the single biggest player in the UK ERP mid-market. K3 acquired McGuffie Brunton in a deal effective from 2 April 2007, renaming the company K3 McGuffie Brunton.

McGuffie Brunton will be fully integrated with K3's existing SYSPRO distribution and implementation business (formerly Information Engineering Group - IEG) during the second half of 2007.

With its acquisition of IEG in 2005, K3 already had a strong presence in the ERP mid-market and this latest acquisition makes it one of the largest vendors in the sector. K3 Manufacturing now consists of McGuffie Brunton, IEG and Kewill's ERP division, with sales of £15-million and 1,000 customers in more than 30 countries.

Including its K3 Retail business, the K3 Business Technology Group has sales of £30-million and is listed on the London Stock Exchange.

Once integration is complete, Pat McCarthy will become chairman of K3's manufacturing division, with Howard Joseph as managing director of the merged IEG and McGuffie Brunton operations.

"The acquisition of McGuffie Brunton is an excellent move and great news for customers," McCarthy says. "It makes K3 a very strong player in the manufacturing sector and gives us a fantastic base from which to reach major projects and new markets. K3 has a strong team and so does McGuffie Brunton. Going forward we will build on this to maximise our dominant market position and the emphasis will be very much on growth."

Despite being competitors, the two companies have a long history of co-operation. McGuffie Brunton has worked closely with IEG and K3 in the areas of product development and worldwide strategic planning to ensure SYSPRO is well represented and supported in the UK.

Howard Joseph comments: "There is no doubt our business is a natural fit for K3. Our products complement each other and there are high levels of synergy between two of the UK's most successful ERP suppliers. With both SYSPRO distributors serving the same market with the same products and operating from a Manchester base, the joining of the two businesses has compelling logic."

Last year, McGuffie Brunton achieved its best year ever with sales of SYSPRO rising by 5%, pushing turnover up to £6.3 million.

Andy Makeham, Chief Executive Officer of K3 Business Technology Group, says: "I think one of the surprising things about the UK ERP marketplace in recent years is why McGuffie Brunton and Information Engineering Group haven't 'come together' sooner. It seems such an obvious development, and one that will undoubtedly benefit both companies." ■

Dupar Controls Improves Speed and Accuracy



Ontario-based Dupar Controls has improved the speed and accuracy of its sales order process, thereby catering for the highly customizable products in its complex manufacturing environment, by implementing SYSPRO.

A subsidiary of the Dewhurst

Group, Dupar Controls is a manufacturer and supplier of quality components for the elevator and ATM industries. Dupar was founded in 1958 and currently employs about 45 people.

Three years ago Dewhurst and Dupar outgrew their largely ad hoc business platforms. After looking at a variety of ERP software, Dewhurst made the move to SYSPRO. George Foleanu, Dupar's Manager of IT and Engineering, says: "Before that, we ran the business on various ERP systems, some of them off-the-shelf. In general, we needed a more reliable platform with more technologically advanced programs that would allow us to control our manufacturing environment and our costs more accurately."

The specific challenge was to improve both the time and accuracy of processing sales orders for highly customized products. "We're in the custom design and manufacturing business. Our huge variety of components compounds the complexity of our processes, and every product we create is essentially new. Before implementing SYSPRO, we literally had to sit down at the computer, look at a drawing, and create a Bill of Materials. Processing a job took up to eight hours," Foleanu says.

With Dupar's CAD program integrated to SYSPRO, the sales order process is much simpler and many times faster. "All we have to do now," says Foleanu,

"is click a button to import the Bill of Materials data from AutoCAD to SYSPRO. After that, we go into the Quotations module in SYSPRO and find the already created quote, which contains the line items and their respective BOMs. From there we select the customer and update the selling prices on every line. SYSPRO converts the quotes to a sales order, then prints the order acknowledgement and the factory documentation."

One of the reasons SYSPRO is right for Dupar is its out-of-the-box performance. The company didn't want to reinvent a computer system, but still needed some flexibility and control. SYSPRO's support of Microsoft .NET was another great advantage.

Since implementing SYSPRO, Dupar is able to process even the most complex job in about 15 minutes. According to Foleanu, with SYSPRO it takes longer to print the paper, collate it and send it to the shop than it does to create the sales order, related work orders and purchase orders.

"The result of integrating our systems with SYSPRO has been a net savings in time. That's allowed us to channel our employees' intelligence and strength in other directions," Foleanu says. "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." ■

Barrett Communications upgrades to SYSPRO 6.0 Issue 010

Barrett Communications, a leading international manufacturer of high-frequency communications equipment based in Perth, Australia, is in the process of implementing SYSPRO 6.0 Issue 010.

Phil Bradshaw, Managing Director of Barrett Communications, says the new version will provide significantly enhanced reporting functionality. "The vastly improved reporting module means Barrett will gain faster access to better information - resulting in even better decision

making capability than we are currently experiencing," he says.

Barrett has already improved accuracy, competitiveness and profitability with SYSPRO, thereby enhancing its international reputation for high product quality, on-time delivery and ongoing customer support.

Since 98% of Barrett Communications' product is exported, the use of SYSPRO is invaluable because it tracks a customer's order from receipt to dispatch. This is especially important because equipment is supplied to some of the most remote and inaccessible places in the world. Clients are scattered throughout most countries in the world and include the UN, international relief agencies, government organizations, multinational companies and peacekeeping organizations.

SYSPRO Enables Manufacturing and Distribution Control

Over the past five years, Barrett Communications has grown around 60%. With such significant growth, it was decided that a more sophisticated ERP solution was required, and SYSPRO was selected due to its superior functionality.

SYSPRO enables more control over the entire manufacturing process and automated test systems mean Barrett can maximize product quality with a rapid throughput. "The control over the manufacturing process that SYSPRO provides has improved

our ability to respond to large requirements at short notice. This is particularly important in times of natural disaster or during humanitarian crises as high-frequency communications are used as the main communication method and we need to get products out quickly," Bradshaw says.

The primary reasons for selecting SYSPRO were its Windows capability, scalability, and suitability for an implementation that needed to start small and grow as required. Also, the product fitted Barrett perfectly in terms of processes and accounting. Manipulating data and reporting was easy with SYSPRO, and this was seen as a definite advantage over competitive products. Compared with Barrett's previous system, the output was more user-friendly and the ability to drill down into product structures more sophisticated.

"SYSPRO suited our company size - it was definitely targeted more towards the SME, and the support in the Eastern state was fantastic - which is something that is often difficult to get, even from some of the larger suppliers," Bradshaw says. "Cost also came into it and SYSPRO was priced very well - especially when we looked deeper at the functionality it provided."

The Results Speak for Themselves

Although Barrett has experienced almost 60% growth over the past five years, a significant



proportion of that growth has been over the past two years. Despite this expansion, Barrett has not had to employ any additional finance or manufacturing staff and Bradshaw attributes this to the efficiency and ease of use of SYSPRO.

While ROI was not formally measured, Bradshaw comments: "I'm sure the ROI would be great. In fact, I'd say that after 14 months it has already paid for itself. We quickly settled into using SYSPRO and within a very short time period we were seeing the benefits. It helps us respond rapidly to changing

markets and customer needs, and we've maintained our operating costs in a growth phase - without the need for any extra staff.

"At first, the MRP process seemed a little more complex in SYSPRO but once we mastered it, we realized SYSPRO is a much better system. As a result of the functionality, we now have better forecasting, forward manufacturing, and raw materials supply - we're more accurate across the manufacturing function which means we can be more competitive and profitable."

The ability to look at various parts of the manufacturing process in great detail is also much easier with SYSPRO. This has resulted in Barrett becoming much more efficient. If there is a problem with a manufacturing process it is identified quickly and fixed immediately.

The tight integration across the entire SYSPRO suite of products provides Barrett Communications with the sophistication required to respond rapidly to changing economic conditions and ensure complete control over the supply chain. ■

Astute Electronics supports Record Growth with SYSPRO from K3



Rapid growth has led electronic components supplier Astute Electronics to implement a new SYSPRO system from K3. The system is allowing the company to develop the new working practices demanded of a growing business and is expected to help deliver a significant increase in the efficiency of its business processes.

Established in 1989, Astute Electronics is based in Hertfordshire and has offices in Scotland, Shanghai and the US. The company has experienced rapid growth in recent years, with turnover increasing from £4-million in 1999 to £17-million in 2006. Having outgrown its existing IT system, Astute decided to implement SYSPRO after shortlisting and evaluating eight suppliers.

Simon Humphreys, IT Manager of Astute Electronics, says: "At the end of a two-day demonstration session, K3 had clearly emerged as the best-choice supplier. They put a lot into the demo and really impressed the management team."

Astute sources electronic components from all over the world for its customers - individually and as kits - for use as spare parts or in new products.

It operates stringent Quality Assurance procedures and its markets include military, contract equipment manufacture and instrumentation. Astute's customers range from the world's largest military equipment manufacturers to SMEs, private individuals and even inventors.

The SYSPRO system went live inside six months and is expected to help deliver a significant increase in the efficiency of the company's business processes, allowing users to access the system via the Internet from any of the company's global locations. "We're a sales-led company and our sales people need to be able to process quotations and orders quickly from wherever they are in the world; SYSPRO increases the speed and ease of the whole process," Humphreys says.

The SYSPRO Business Analytics module will allow Astute to extract and analyse key performance information - and determine the cost-efficiency of individual activities - quickly and simply. "It will save our chief accountant at least two days a month on the preparation of reports alone and he can concentrate on analysis of the information instead; that principle will cascade down throughout the company," he says. ■

SYSPRO clarifies reporting for Riverdale Publishing

Riverdale Publishing, one of the leading lights in the UK greeting cards market, has chosen SYSPRO with an integrated electronic data interchange (EDI) system to improve communications and boost supply chain efficiencies stretching from the UK to China.

The company selected SYSPRO with Crystal Reporting, coupled with a BACS purchase ledger system as the backbone of its management system. Supplied by K3 McGuffie Brunton, the system also uses an integrated bar code tracking system to ensure that there is accuracy for picking and warehouse management, allowing instant stock data input for Riverdale's products.

Interestingly, for a company that earns a living from consumers' need for paper-based greeting cards, Riverdale readily identified that it needed the opposite to written communications – an automated enterprise resource management system that would allow management to run a tight operation, with design, distribution and administration being managed in the UK and the majority of the production being outsourced to China.

The company's products are regarded as high quality and cover a range of well-established brands including Stepping Out, 'Ahh, that's cute', Kingsley, A Moment In Time and A Touch Of Class. Riverdale uses a large network of specialist distributors and retailers to ensure that its extensive range of cards – more than 58,000 product

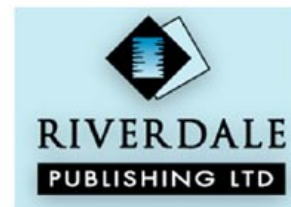
lines and growing by over 1,500 new designs a year – is always available to end customers worldwide.

According to Andy McGee, IT Manager for Riverdale Publishing, the company requires excellent levels of management data communications – input, output and analysis – to ensure everything runs smoothly, all of which is provided by a slick ERP system.

"I have high hopes of SYSPRO with Crystal Reporting further improving efficiency within our organization to electronically view and store reports, such as customer debtor balances and stock valuations, as we are still printing out reams of paper for auditors at period end," McGee says.

Any good management system requires quality data and Riverdale Publishing has grasped this concept well, implementing mobile data capture to boost the functionality and usefulness of the system. The company's sales representatives visit the retail outlets and use HP-Compaq IPAQ handheld computers for communicating orders back to HQ. This information is fed into the fully integrated SYSPRO enterprise system to trigger distribution of product to the customer. When there is a need for replenishment, the system generates purchase orders to transmit to the manufacturing facility in China, which in turn initiates production.

Riverdale Publishing serves the home market and is also active in many other countries around



the world. The company has its headquarters in Silsden, bordering the Yorkshire Dales, and operates a design studio in Milton Keynes. The company employs over 100 permanent staff and several freelance artists. ■

Vivid Arts blossoms as SYSPRO goes live

Six months after its inception, Vivid Arts, a rapidly developing supplier of garden pots and ornaments, has gone live with SYSPRO from K3 McGuffie Brunton. Vivid Arts selected SYSPRO from the outset as its ideal supply chain solution and a launch pad for future growth.

Based in North Wales, Vivid Arts was established in September 2006 and brings together more than 250 lines of garden pots from suppliers in the Far East, including Vietnam, China and Thailand. Vivid Arts distributes the pots via its business partners to garden centers throughout the UK. A high priority has been to introduce an IT system that would enable the company to meet customer orders and manage lead times from the various manufacturers. Specifically, Vivid Arts wanted a system that was quick to implement and capable of supporting its growth plans.

Richard Owen, Operations Director of Vivid Arts, says: "The easy choice would have been to opt for a basic accounts package, but because we wanted to grow rapidly we decided to implement an ERP system on an SQL platform. Had we gone down the alternative route, we would only have had to take out the system in a year's time and replace it with something more substantial."

For Vivid Arts, SYSPRO is already proving to be the right decision and the correct choice of technology for its high-volume, fast delivery business. Gardening has become one of the UK's



most popular pastimes and decorative pots are in great demand. As a result, Vivid Arts fully expects to achieve a first-year turnover of £1.5 million - and be in the black - and is looking to generate between £4 and 5 million in three years.

Making the decision to choose from the wide range of SYSPRO modules, including Purchase Order and Sales Order Processing, Accounts Receivable, Accounts Payable, Cash Book, General Ledger, Inventory Management, Bill of Materials and Report Writer, has enabled the company to implement a robust system in just four weeks.

Further down the line, Vivid Arts plans to introduce order fulfillment for its merchandise operators and implement an EDI module to communicate and transact business with larger retailers and the multiples.

"The easy choice would have been to opt for a basic accounts package, but because we wanted to grow rapidly we decided to implement an ERP system on an SQL platform. Had we gone down the alternative route, we would only have had to take out the system in a year's time and replace it with something more substantial."

- Richard Owen



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