Sales Kickoff
Say Yes to Next
2022

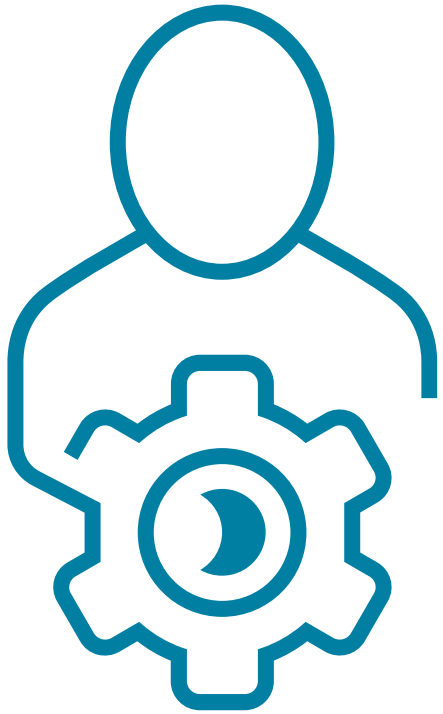
Shared Services and Commercial Opportunities (Product)

What is the problem to be solved?

If we are going to be seen as specialists in manufacturing software, and to (ourselves) become more specialised over time, then we need to display manufacturing competence.

So, how do we equip our sales team with the knowledge and experience to be seen (by our customers) as experienced manufacturing people and Trusted Advisors?

Objective



The objective of the Shared Services Model is to define a framework that will allow the customer facing staff access to specialist manufacturing an SYSPRO knowledge to upskill them and to assist them during customer interactions.

Services Offered

Pre-visit support:

- Key industry issues that need to be understood before visiting the business.
- Key industry requirements.
- Unique business problems.
- How to walk through a factory. What are you looking for?

During the visit support:

- Typical questions to ask.
- Personas and how they operate.
- Guidance on how to solve issues – and within the software.

Post-visit support:

- Access to an expert to discuss specific technical issues.
- Oddities identified during the visit – check yourself.

May be other support required.

Accessing the Expert

- Please send me an email Roger.Landman@syspro.com
- Please detail –
  - Issue to be discussed
  - Industry
  - Timelines
  - Support required
- Please give us as much notification as possible, but a minimum of 5 days notice.

Timelines for Support

We need timely notification to prepare for the sessions.

For a general industry inquiry (pre-visit understanding):

- Understand a typical business in the industry identify industry problems Identify unique business issues/factory walk through detail
- Factory walk through and “audit” of the works.
- Need a minimum of 5 working days notice for the meeting.

During the visit support:

- Email from site – 24 hrs turnaround.
- Can schedule a call as well on short notice – need 48 hrs.

Post-visit support:

- Email – 24 hrs turnaround.
- Can schedule a call as well on short notice – need 48 hrs.

For a product solution for a customer:

- Will need 10 days and the data to understand their questions.
- Be very clear on the problem they are experiencing.

2022 Commercial Opportunities: Product

Customer Acquisition: Net-New Logos

Customer Retention: Migration to Cloud

SYSPRO Cloud ERP

Customer Retention: Upgrades to SYSPRO 8

Customer Retention: Cross-Sell

Embedded Analytics

Advanced Planning Schedule

Independent Software Vendors

2022 Commercial Opportunities: Product

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Q1 – Q3 2022	Q3 2022	Q3 2022	AVAILABLE
SYSPRO Cloud ERP	2022 Release	SYSPRO 8 Upgrades	Independent Software Vendors
Increase ARR	**X** Potential Customers: Embedded Analytics **X** Potential Customers: Advanced Planning Schedule	**70%** of SYSPRO customers on SYSPRO 6&7 globally	**6%** Customer penetration globally

2022 Commercial Opportunities: Product

Q1 – Q3 2022

SYSPRO Cloud ERP

Playbook
Briefings
Commercial Opportunities

Q3 2022

2022 Release

- Embedded Analytics
- Advanced Planning Schedule

Briefings
Go-to-Market Pack
Campaigns

Q3 2022

SYSPRO 8 Upgrades

SYSPRO 8 Playbook
SYSPRO 8 Upgrade Promotions

AVAILABLE

Independent Software Vendors

Go-to-Market Pack / Playbook
Go-to-Market Briefings

Thank You

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