"We have experienced absolute stability from SYSPRO 8. I have no hesitation recommending this upgrade."

Jill Smith - Supreme Spring, IT Manager

Supreme Spring Undertakes an 'Exceptionally Smooth' Upgrade to SYSPRO 8

At a Glance

KEY CHALLENGE

Being left behind by the competition due to old technology

KEY BENEFIT

Greater system performance and improved efficiencies and productivity

ORGANIZATION

Supreme Spring

INDUSTRY

Metal Fabrication

END USER MARKET

Automotive Industry

Customer Profile

Formed in 1963, Supreme Spring is engaged in the design, manufacture, marketing and supply of quality heat-treated steel automotive components (namely, coil springs, stabilizer bars, torsion bars and leaf assemblies) to the South African and international automotive market. From humble beginnings, the company has grown into a cutting-edge organization in which the use of computer-controlled operations has become standard practice.

As part of the JSE-listed Metair Group, Supreme Spring's products are exported to the UK, India, Thailand, Japan, Australia and Europe, where it is recognized as a supplier of quality products at competitive prices.

The Mission

Supreme Spring has been a satisfied SYSPRO customer since 2007 – originally deploying SYSPRO 6.0 after discovering that sister company, automotive component manufacturer Lumotech South Africa, was using SYSPRO ERP software.

At first, Supreme Spring adopted a 'if it ain't broke, don't fix it' attitude to SYSPRO's latest release, SYSPRO 8. Soon it became apparent that the benefits of keeping up with the latest technology and the ability to future-proof their business far out-weighed any other reservation they had regarding the upgrade.

The Solution

Initially, when Supreme Spring decided to upgrade, their first instinct was to begin with SYSPRO 7. On the advice of SYSPRO partner, EOH, the company resolved to move straight to SYSPRO 8. Once the pre-conversion was complete, the conversion took place on a Friday evening outside of operating hours, ensuring that the organization had no down time during the upgrade.

The Outcome

By leapfrogging over the earlier release, the company is able to enjoy all of the new capabilities available in SYSPRO 8, along with the improvements made in SYSPRO 7.

SYSPRO™
Simplifying your Success

CASE STUDY

A Simplified Move towards Improved Efficiencies

"One of my concerns when contemplating the upgrade was our dependency on Report Writer. At the time of the upgrade, we were still using Report Writer extensively and I was under the mistaken impression that we would lose Report Writer completely. This spurred me on to undertake a much-needed clean-up of our files. I identified all of the reports that were still in use and rewrote them in Crystal for SYSPRO Reporting Services (SRS)," explains Jill Smith, IT Manager at Supreme Spring. "In SRS, Crystal is so much more user friendly and I was able to start deleting Report Writer to allow our users to get used to using SRS."

One of the benefits the company gained from SYSPRO 7 improvements involves faster reports: changes to the underlying technology have improved processing speeds of standard SRS reports. As an example, a 25,452-page BOM Costing report that used to take over 1 minute can now be printed in under 6 seconds.

"Converting to SRS was literally the only groundwork that I needed to get done before we could go ahead with the upgrade," says Smith. "I was delighted to find that the anticipated lengthy, headache-ridden process never materialised."

The simplified installation program now makes SYSPRO 8 much easier and faster to upgrade to. The development of an end to end, simplified installation program to manage and simplify the installation process has eliminated the need for manual intervention and, therefore, removed the issues typically associated with this basic level of involvement.

Overcoming Upgrade Fears

"In all honesty, moving to SYSPRO 6.1 from 6.0 was far more intense and required more people than our recent upgrade. As a result of previous experience, I was very nervous about jumping past SYSPRO 7," admits Smith. "It has been a relief that, despite our reservations, we got through this with minimum disruption."

Smith has found that SYSPRO 8 responds much faster and has proved to be absolutely stable. "The impact on the end-user has been minimal. However, there are new features that our users find appealing: such as the administrative dashboard that provides rich insights and increases user self-service ability."

Smith describes something else that she is excited about, "Quantum Architecture is fantastic! I am now using this for all of our sales targets and sales budgets. Using Quantum Architecture, I have been able to import all our templates so the forecasts, budgets and other sales information is all on the system. This has allowed me to write a program on top of all of these levels so now they are able to do an analysis that previously took 2 - 3 days in about 15 seconds."

Smith concludes, "The data integrity in SYSPRO has never been a question mark. SYSPRO 8 continues to support our trust in the reliability of the software, we realize now that we shouldn't have had any hesitation making the decision to upgrade."

"Our level of comfort has prompted us to roll out SYSPRO 8 in two of our sister companies during the 3rd quarter of 2019."

Bunwarie Sivlal - Supreme Spring, Financial Director

About SYSPRO

Established in 1978, SYSPRO is an industry-built Enterprise Resource Planning (ERP) solution designed to simplify business complexity for manufacturers and distributors worldwide. SYSPRO provides an end-to-end business solution for optimized cost control, streamlined business processes, improved productivity, and real-time data analysis for comprehensive reporting and decision-making. SYSPRO is highly scalable and can be deployed either in the cloud, on-premise, or accessed via any mobile device.

Combined with a practical approach to technology and a passionate commitment to simplifying business processes, SYSPRO dedicates itself to the success of its partners and customers alike.

SYSPRO's intuitive product features, business intelligence capabilities, and easy deployment methodology are unmatched in the marketplace. The depth of software functionality and targeted industry knowledge makes SYSPRO an excellent fit for a number of select manufacturing and distribution industries, including food and beverage, machinery and equipment, electronics, fabricated metals, automotive, and many more.

Learn more about SYSPRO's solutions for the Metal Fabrication industry. **Click here** or contact us on info@za.syspro.com

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