SYSPRO™

CHAOS VS. CONTROL

Transform your electronics business with this tactical guide to ERP

Lurking Threats to Your Business: Six Agents of Chaos

In the electronics industry, executives are under enormous pressure to pursue long-term growth, achieve enduring profitability and unlock the value of digital transformation. Success in this ever-growing sector means making the best decisions possible based on accurate, business-critical information.

As electronics manufacturers strive toward Industry 4.0, competition has accelerated to a break-neck pace. The emergence of the COVID-19 pandemic has plunged many organizations—and their respective supply chains—into chaos. The stakes are high. Luckily, there are steps you can take to overcome uncertainty and regain control. Here are six ways your business may be vulnerable to highly volatile forces.

❶ Competition for customers

Competing on price and quality isn't enough to win and retain customers anymore. Global competition and innovation continue to drive pricing down in the electronics industry. Consumers face a glut of choices and maintain high expectations for service and satisfaction—even in times of economic and geopolitical uncertainty. The expectation for immediate, best-available service persists up and down every electronics supply chain. A delayed delivery or out-of-stock surprise can send your customers and their consumers to the nearest competitor—for good.

Factor in short product lifecycles, high levels of obsolete inventory and the unceasing race to get products to market, and it can seem like you're fighting an uphill battle. Without deep insight into data, you can only improve customer acquisition and engagement so much. To maintain competitive edge, data must be accurate and available in real time—so when there are disruptions in production lines, customers don't suffer.
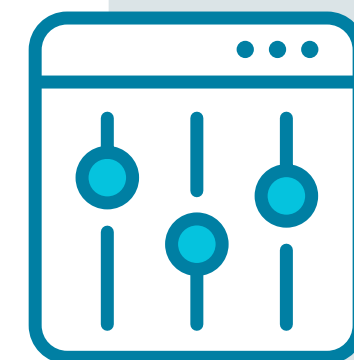
TAKE CONTROL: Use an ERP integrated with a CRM, so you have a comprehensive understanding of your customers. When data is accurate and connected, you have a better chance of spotting opportunities to improve customer acquisition, engagement and service.

❷ Scalability

Existing manufacturing processes may not be flexible enough for you to easily expand and contract in concert with shifts related to locations, markets and acquisitions. Growth is always welcome, but if you're unprepared, the disruptions it can cause are decidedly unwelcome.

To address market and other fluctuations as they happen, you need the scalability to expand and contract your business as needed. However, some ERP solutions may not have built for rapid scaling—making it harder than it has to be to answer market demand.

It can be extremely risky to expand into new markets or locations without rapid scalability. Part of a scalability review should determine if your systems work consistently across all business locations. Your finance, sales and operations leaders—and their teams—can't excel without consistent access to the same data and insight capabilities. This is true across regions, whether for a potential new site or an existing business location.
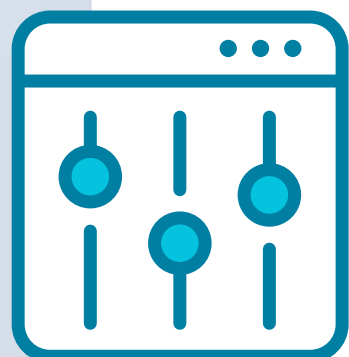
TAKE CONTROL: Tight control over scalability is a must in the electronics industry. If your current systems aren't nimble enough for quick expansion and contraction as you explore new markets, update or replace them.
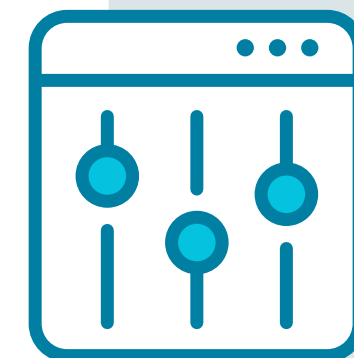
❸ Execution

Establishing a clear vision for the organization isn't enough, even when each player knows their part and is ready to act. Without visibility into how effectively your team is executing, you don't have a true picture of productivity or efficiency—making it hard to hit KPIs and other goals.

Most solutions give you the ability to review basic, top-line information across a supply chain, but this isn't enough. You also want visibility into more nuanced data, which some ERP solutions may not offer.

To maximize efficiency, you'll need insight into shop floor operations and utilization, and the ability to track work-in-progress, production, labor, materials, and scrap. Without the tools that afford this level of on-demand data visibility, your team won't be able to explain why revenue targets are being missed.

TAKE CONTROL: The C-level is on the hook for results, period. You can't know what you can't measure, so make sure you have comprehensive visibility into the execution of your corporate vision at every level of the business.

4 People

In an economic downturn, retaining the right employees can mean the difference between withstanding disruptive forces and being swept away by them. That's why it's vital to apply smart hiring and retention strategies, even when unemployment is high. Although economic uncertainty may create a de facto "employer's market," this doesn't always apply to sought-after staff, particularly highly skilled workers such as data scientists. It's important to provide modern tools that afford key team members the capabilities that enable their most accurate, efficient and inspired work.

COVID-19 has signaled the rise of the distributed workforce. Employers are grappling with suddenly decentralized teams, up and down multiple supply chains. It's more important than ever to work from one accurate source of data across all locations.
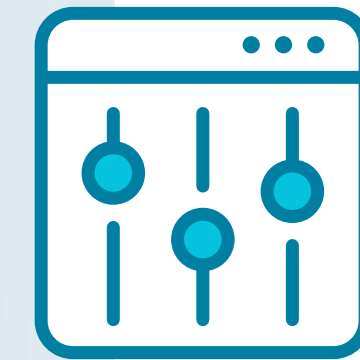
TAKE CONTROL: Give data scientists, stakeholders and other team members the tools that help them shine. An integrated, reliable platform that serves up one version of the truth is essential.

5 External forces

It's an understatement to say that business can be volatile, as anyone who witnessed the Great Recession of 2007 or the coronavirus pandemic appearing in 2020 can attest. Even without history-making events, our world is in a state of continual flux.

In the race to market, electronics components are vulnerable to uncertainty. If external forces shut down a supply chain segment, production can be impaired or stopped completely. Today's electronics often require multiple supply chains to get a product to market, increasing the likelihood of disruption. Without visibility into all the links, optimizing your supply chains remains out of reach.
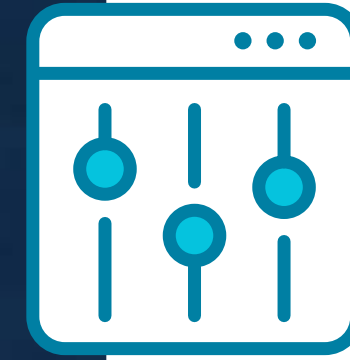
TAKE CONTROL: Use an ERP solution that gathers data across multiple supply chains. Businesses with optimized supply chains can anticipate demand and react quickly to external forces—a substantial edge over businesses that can't.
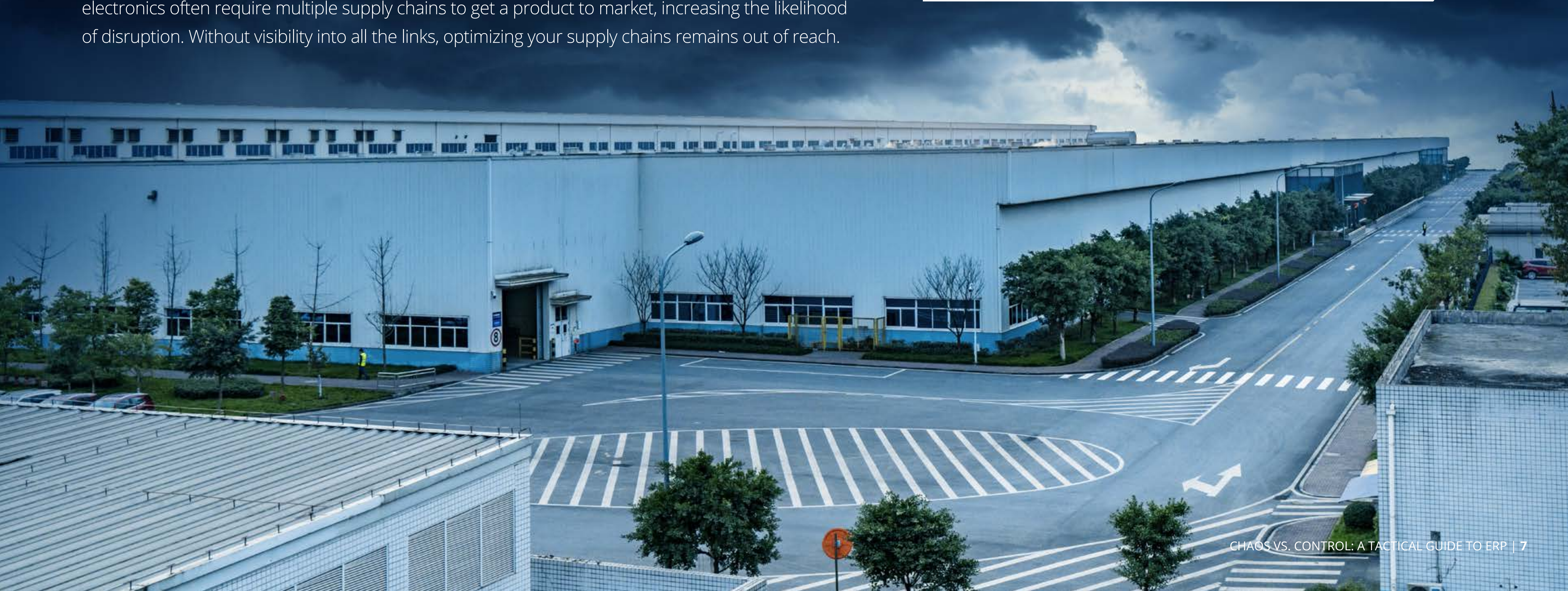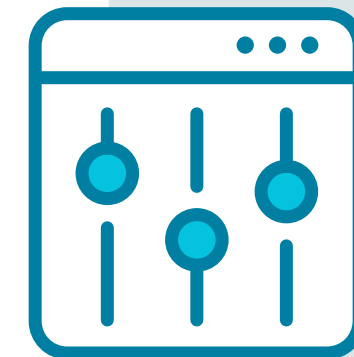
⑥ Transformation

In addition to the foundational elements of supply chain management (plan, source, make, deliver), modern supply chains may also include discrete, separately linked operations such as support, product development and returns management. Business transformation must include all of these.

Ever-evolving options make it hard to identify which trends to champion and which to abandon. Not all ERP solutions are future-ready. Digital transformation is a complex, ongoing process that can trigger "choice paralysis" when electronics manufacturers don't know where to start, or when to replace inadequate systems. For example, you want to be certain about R&D investments, but you may lack real-time data visibility. When data isn't current or accurate, truly informed decisions can't be made.

TAKE CONTROL: Work hand-in-hand with an experienced partner to unlock the transformation value within your company. While transformation works differently for every organization, leveraging a flexible, scalable platform will simplify your path and accelerate success.

Use SYSPRO Ingenuity to Overpower Chaos

Global business is currently challenged by persistent, disruptive forces. To overcome chaos and simplify your operations, you need real-time, deep visibility into your business. In uncertain times, leverage the power of ERP.

Why SYSPRO

SYSPRO has been delivering best-in-class manufacturing solutions for more than 30 years.

The C-suite uses SYSPRO ERP to grow business by integrating processes across inventory, order management, accounting, customer relations and more. With executive-level insight, you can quickly spot emerging opportunities—or potential threats—and take decisive action.

SYSPRO gives you the agility, visibility and control you need to maintain control in the face of chaos.

❶ Competition for customers

Smart manufacturing demands a customer-centric approach for companies wishing to remain competitive. Understanding your customers means using the right tools to take a proactive stance. Gain insight into new business targets. Spot warning signs a customer isn't going to place an expected order or renew a contract. Proactive insight empowers you to take quick, decisive action. SYSPRO also helps support your customers post-sale, with streamlined tracking of customer returns, warranty claims and complaints.

With SYSPRO, you can leverage insights to do more than just sell to your customers. Anticipate their needs and deliver additional value. Equip them with online access to orders and self-service tools via SYSPRO e.net solutions. Make thoughtful recommendations and deliver an enhanced experience based on real-time, actionable data. Seamlessly integrate returns automation with serial tracking, lot traceability and more. Take quick corrective actions like receipting, exchanges, cross-shipments, repairs, scrap and credits.

❷ Scalability

SYSPRO solutions are highly scalable and can be quickly adjusted based on demand. Expand your ERP as needed to include new processes or departments. Stay ever ready to process more or fewer transactions based on fluctuating or seasonal market demands.

SYSPRO is flexible enough to accommodate multinational organizations that have hundreds of subsidiaries, operating in high-volume, single-server instances. Stakeholders get access to the same consistent set of accurate data no matter where they're located.

❸ Execution

SYSPRO provides access to real-time information across departments, giving you a unified view of your business. Boost efficiency by integrating data from multiple divisions including accounting, manufacturing, distribution, QA and other business functions.

Improve asset and inventory tracking. Use executive dashboards, automated alerts and mobile tools to manage your business in the way that makes the most sense.

❹ People

Remote work has become a must-solve for most businesses. SYSPRO is accessible anytime, anywhere—making remote work not only possible, but effective.

Make hiring decisions that maximize talent, even with a reduced staff. In uncertain times, it's important to retain highly prized talent so they don't get poached by headhunters or leave for a better opportunity.

Use SYSPRO to give employees a platform that helps them stay productive and keeps them personally invested in the company's growth. Use digital transformation initiatives to engage and retain a multi-generational talent pool. Whether mobile, desktop or tablet, SYSPRO empowers remote workers to leverage one version of the truth from the same reliable ERP, regardless of location.

❺ External forces

Weather conditions, environmental regulations, competition for resources, geopolitical and economic realities—each uncertainty represents a potential complication for electronics manufacturers and adds to the pressure for the C-suite to control outcomes.

Optimize your supply chain with SYSPRO—your best defense against volatility. SYSPRO gives you instant insights so you can make sound decisions driven by accurate data, even in times of upheaval.

❻ Transformation

Like many other businesses, electronics relies on multiple, interconnected supply chains—some physical and some digital. Leading organizations apply future-ready ERP technology to enhance operational performance throughout all their supply chains.

To transform your business, you need to fully digitize supply chains with end-to-end visibility. ERP from SYSPRO can harness the data produced by each link in your chain and join it together in meaningful ways.

Join forces with SYSPRO to help future-proof your business and hold the forces of chaos at bay. The power of SYSPRO ERP helps you transform your business processes and maintain competitive distinction in a crowded and confusing market.

With the aid of artificial intelligence and machine learning, you can mine rich insights, identify trends and surface business anomalies. Use SYSPRO to:

- Go from disarray to order with the power to **control product design changes**

- **Manage traceability** and the recall process. Enable zero-defect initiatives and compliance, while minimizing product recalls

- Vastly **improve forecast accuracy** with the power to fine-tune the balance between supply and demand

- **Minimize obsolescence** by reducing inventory and obsolescent stocks. Lessen customer lead times

- Leverage streamlined processes for customer returns, warranty claims and complaints to **manage and control the return process**

SYSPRO™

Unleash the power of SYSPRO to thwart chaos and maintain control over your business, no matter what's next. Ask for a demo today:
syspro.com / **(800) 369-8649**