

# ESPA Connector Technology Improves Accuracy by 80% With Syspro



## Customer profile

ESPA Connector Technology manufactures and distributes cable terminals, custom stampings, connectors and wire accessories. The company has created specialised product applications across the medical, mining, telecom, automotive, domestic and electronics industries.

## A system that could not keep up

ESPA's existing business management software was no longer meeting its needs, particularly in invoicing, stock control, manufacturing, costing and finished goods. Stock control was unreliable: inventory had a tendency to double when goods were received from subcontractors, creating inaccuracies that rippled through production and reporting.

Any reporting the business needed had to be built in Excel and then transferred into the software package, increasing the risk of human error. There was no single version of the truth.

## Selecting Syspro

ESPA selected Syspro 8 for its ability to meet the company's needs without requiring modifications to existing business processes. The system adapted to how ESPA already worked, rather than forcing the business to change. Contributing factors included more accurate data, reduced error levels and the benefits of a fully integrated ERP.

"Having seen the Syspro demo and with our experience of other packages, we knew that Syspro could handle our needs. In fact, it's the first package we've come across that can do everything we need. And for the first time, we are dealing with people who speak the same language and understand our business."

- Vic Cortez,  
Director, ESPA Connector Technology



### REGION

Africa (South Africa)

### KEY CHALLENGE

Legacy software could not handle invoicing, stock control, manufacturing, costing or finished goods accurately. Stock was doubling when goods were received from subcontractors.

### KEY BENEFIT

A fully integrated solution that adapted to ESPA's processes, with data accuracy improved by 80%. Reporting is now driven entirely from the system.

### INDUSTRY

Metal Fabrication

### END USER MARKET

Medical, Mining, Telecom, Automotive, Domestic and Electronics

### SOLUTION

Syspro 8



## A clean go-live

ESPA worked closely with Syspro partner Intuitive IT Solutions on the configuration and implementation of Syspro 8. Training ran from January to mid-February 2023. The company went live on March 1, 2023, the first day of its new financial year. From day one, there was buy-in from all staff.

Staff found it easy to adapt because the system had been set up according to the way they work. All employees across the organisation were trained on the solution, ensuring capacity for people to cover for their colleagues when required.

## 80% accuracy improvement

Before Syspro, reporting depended on Excel workarounds that introduced inaccuracies and human error. With Syspro, all data is driven by the system. Accuracy has improved by at least 80%.

The information ESPA pulls from Syspro is live, with one version of the truth. The company generates reports on fast movers, slow movers, pricing and more without a third-party package, making the operation easier to manage.

“For the first time in our experience of running business software, the implementation went 100% smoothly. From the outset, when we mapped the business processes, to training on the solution and go-live, working with Syspro and Intuitive IT was a totally positive experience.”

- **Matthew Nothnagel,**  
Director, ESPA Connector Technology

“With Syspro, what you put in is what you get out. Our accuracy has improved by at least 80%. The information that we pull from the system is live and there is only one version of the truth.”

- **Vic Cortez,**  
Director, ESPA Connector Technology



## One system across the operation

Syspro now handles every aspect of ESPA's business. Functionality that was missing from the previous system comes standard in Syspro, from production to raw material, issuing, scrap, subcontracting, purchasing and every other process across the operation. The entire operation has improved, from Bill of Materials and the work center through to finished goods and subcontractors.

“Syspro handles everything. Any functionality we didn't have with our previous system comes standard in Syspro from production to raw material, issuing, scrap, subcontracting, purchasing and every other aspect of the business.”

- **Matthew Nothnagel,**  
Director, ESPA Connector Technology

## Built for what's next

Cortez and Nothnagel are now looking at where Syspro can deliver further business benefits. Next steps are likely to include Landed Cost Tracking, Asset Register Management and Material Requirements Planning (MRP).

## Results across the business

Across stock control, production, reporting and operations, the gains are clear:

- 80% improvement in data accuracy
- Eliminated stock duplication from subcontractor receipts
- One integrated system covering invoicing, stock, manufacturing, costing and finished goods
- Live reporting from the system with one version of the truth, no Excel workarounds
- No modifications to existing business processes required
- 100% smooth implementation with full staff buy-in from day one
- All staff trained and able to cover for colleagues across the organisation

80%  
Accuracy  
Improvement



## About Syspro

Syspro is built specifically for manufacturing and distribution. Our ERP gives you a modern cloud platform with AI capabilities and decades of industry expertise, designed to keep your operations running efficiently and profitably, while you focus on growth. With Syspro, you can gain real-time supply chain visibility, automate order-to-cash to free working capital and ensure traceability and compliance by design. From family-owned businesses to some of the world's most established manufacturers, our customers have grown with Syspro for decades. With faster time-to-value, local implementation support, and solutions shaped around your industry, you can concentrate on building your business while we help it run smarter and faster.

[Click here](#) to learn more about Syspro's solutions for Metal Fabrication or contact us on [info@syspro.com](mailto:info@syspro.com)