

# GLOBAL SALES SUMMIT

## Connected Platforms & Systems

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PEOPLE

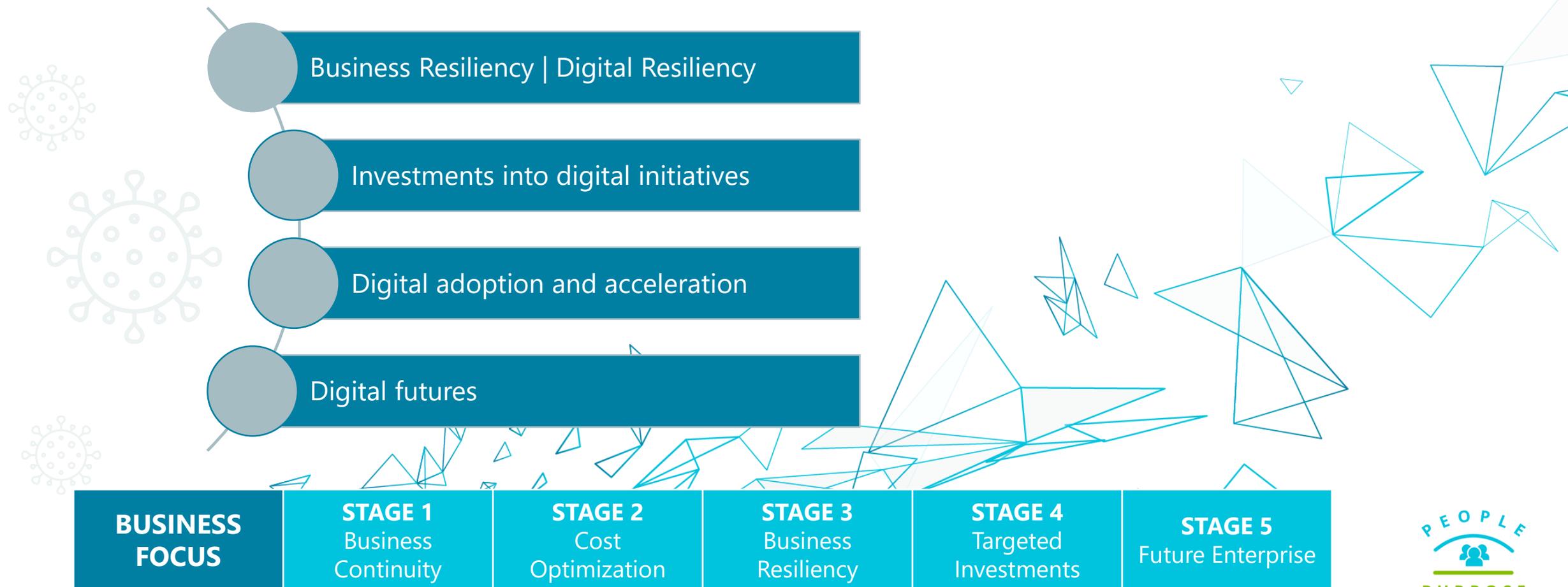


PURPOSE



PASSION

# COVID-19 (Y2K 2.0)

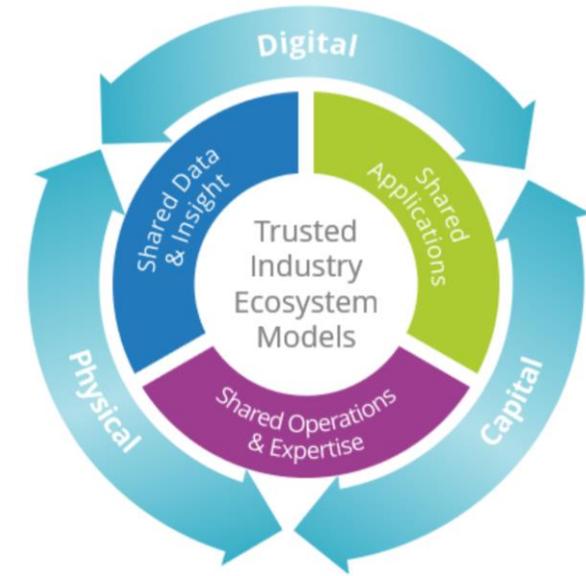


# Digital Futures and Enterprise Business Platforms



**IDC** - "traditional value chains are being disrupted and are evolving to open, flexible industry ecosystems."

**Gartner** - 'By 2025, the top four ERP vendors will rebrand themselves as business platform providers.'



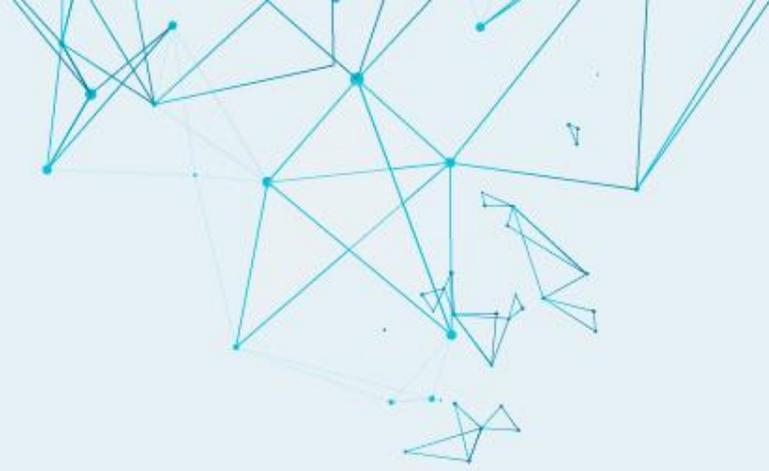
**INDUSTRY ECOSYSTEM**

Flexibility and Resiliency

Participative Operations

Openness and Connectedness

Whole-chain supply execution



# Connected Services

Purpose



# Connecting the Ecosystem

## **Microservices**

- Extensibility to subscription-based services

## **Solution Scope**

- Addressing customer requirements with extended capabilities

## **Maintenance**

- Removal of monolithic integration islands

## **Digital Transformation**

System supported, changes to business processes and customer experiences, meeting changing business requirements:

- Adaptability
- Trialability

## **Single Pane of Glass**

- Information from varied sources across multiple applications and environments in a single display, single system and single experience

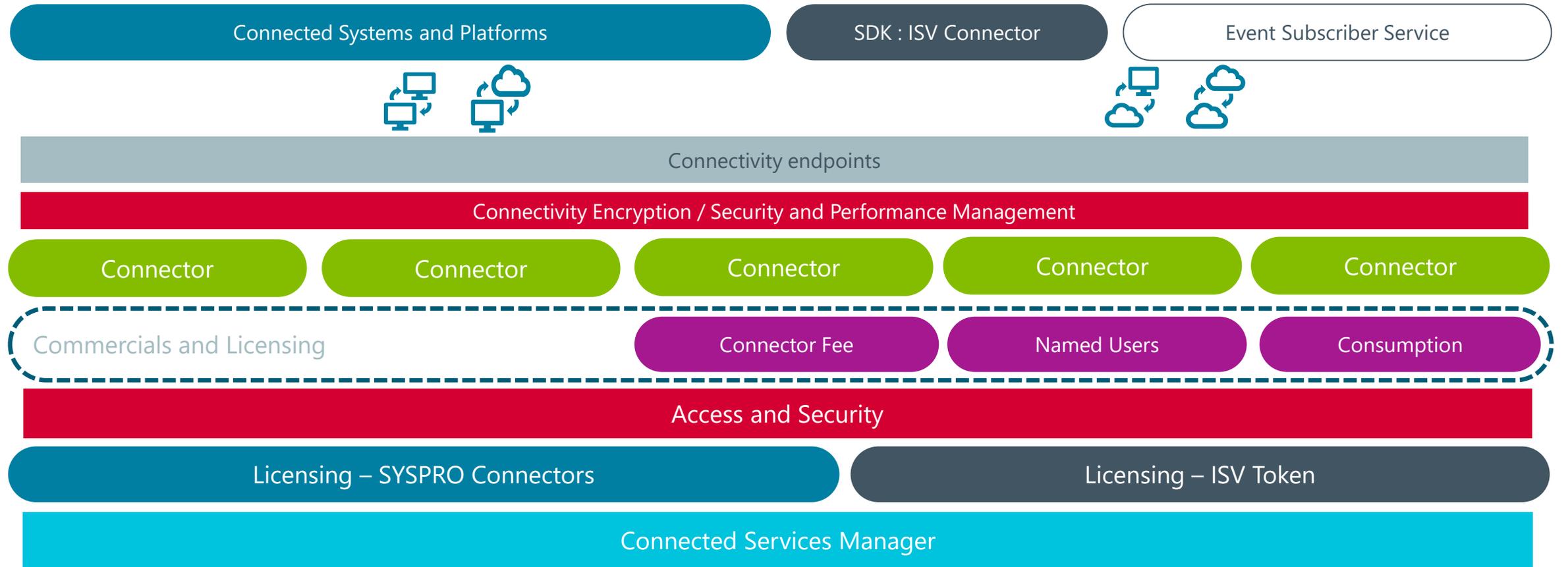
## **Revenue**

- New channels for sales revenues
- Scope of wallet
- Improved CLTV

# Connected Services Framework



# Connected Services Framework



# Connectors

Governance



Shipping



EDI & iPaaS



eCommerce



SYSPRO

- ✓ Business Objects
- ✓ Ken the BoT
- ✓ Supply-chain Portal
- + Odata

# Connected Services

## Impact



# Commercials – Pricing and Licensing Model

Connected Services Manager (e.net systems manager)



Component	E.g.	Service Request Fee	Software : On-Prem ILF+ALF Cloud SaaS		Consumption	Notes
			Connector	Named Users		
<b>Devices</b>	IoT	✓	✓	✓	✓	
<b>Digital Citizens</b>	Ken the Bot	✓	✓		✓	
<b>Portals</b>	Supply Chain	✓		✓		
<b>API Interfaces</b>	Business Objects	✓		✓		
<b>Connectors</b>						
	Avalara	✓	✓			
	Vertex	✓	✓			
	Amazon	✓	✓			
	Odata (ODBC)	✓	✓			
	Payment Gateways	✓	✓			

# e.net Systems Manager

**2582**  
7 & 8  
Customers

e.net 1333/2582  
**52%**

Regional  
adoption  
**44% - 80%**



# Key Takeout's

- Connected services provides us the ability to significantly increase our capabilities scope
- We are investigating no-code and low-code methods to quickly and easily interface with 3<sup>rd</sup> party microservices
- E.net systems manager will be relaunched as connected systems manager
- Promotional commercials being considered for on-premise customers to maximise connected services manager adoption
- Cross-selling potential of micro-services to all customers
- Connected Services now included in SYSPRO Cloud ERP Foundations bundle in SYSPRO Cloud ERP