

## BROCHURE

# Customer-driven ERP software for manufacturers, distributors, and service businesses worldwide

## System21 ERP

Infor® System21 is an enterprise resource planning solution that spans financial accounting, customer service, sales order management, logistics, purchasing, manufacturing planning and control, and equipment servicing.

In today's fast moving business environment, companies require complete visibility and the ability to collaborate across the business. Businesses need the agility and flexibility to quickly respond to a changing market, grow, and expand to take advantage of new opportunities.

System21 is a function-rich ERP application used by customers worldwide in a range of industries including food production and supply, alcoholic beverage production and logistics, Fast Moving Consumer Goods (FMCG), discrete, automotive, and process manufacturing as well as pure distribution and service businesses.

With the IBM i platform as its base, System21 has established itself as the core ERP engine for many customers, thanks to the richness of the software and the stability of its platform. System21 is available for use either on-premises or as a cloud-based service.

System21 runs within a pure HTML browser client, System i Workspace AnyWhere, giving users an intuitive and modern user interface, as well as numerous options to tailor and fine-tune both the user interface to individual preferences and business-wide process requirements.

Infor has a proven track record pushing boundaries in artificial intelligence, machine learning, SaaS, augmented analytics, internet of things in asset maintenance, and the connected supply chain, as well as managing complex manufacturing processes for engineer-to-order or highly configured products.

Both System21 and System i Workspace exploit the innovations available from Infor OS, to broaden its connectivity, accessibility, and ability to share data with external systems and other Infor applications whether on-premises and cloud-based. Infor OS takes you to the next level of digital transformation without changing your core solution but dramatically extending its capacity to meet ever-changing market needs.

The most recent release, System21 version 3.2, includes many customer-requested enhancements, plus significant changes to protect customers' investments for the longer term, a raft of functionality for customers trading in a variety of international markets, and new assistance for customers to handle data privacy requests.

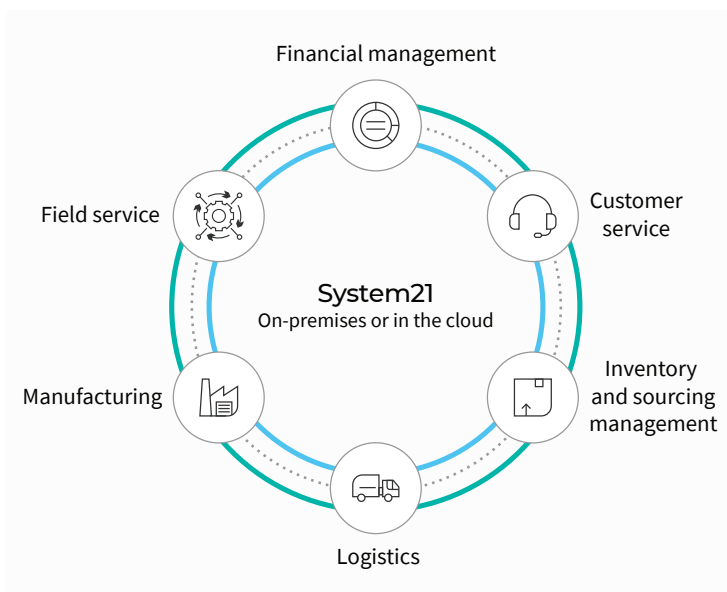
System21 is released alongside Release 10 of the Infor Development Framework (IDF) application, to give a highly flexible enquiry and query facility for System21 customers and to reap full benefits of smart technologies. Doing so provides many benefits. The added visibility and intelligence will improve agility, making you prepared for whatever is around the corner.

Whether you're planning a full digital reinvention or modernizing one component of your operational process, we'll help you map the journey and provide support along the way. Infor has the vision, solutions, and expertise to help you be the best you can be.

## System21 Benefits

- Global solution with comprehensive and rich ERP capabilities
- Industry-specific functionality to cover unique business needs
- A multi-company, multi-site, multi-currency solution, available in multiple languages
- Modern user experience with role-based homepages, social collaboration, and workflow
- Faster upgrade functionality and services to ease the move to the latest version
- Available for cloud or on-premises use, to suit business drivers
- Commitment to ongoing technical skills to support and develop System21 well into the future

## Overview of System21



### ■ Single browser-based environment for all users

- Uniform look and feel for System21 users and other Infor products
- Engineered in HTML5 to support multiple browsers
- Context-sensitive information displays
- Unified common database
- Workflow and Task management/escalation

### ■ Seamless integration with Infor or non-Infor business applications

- Infor Warehouse Management System and CRM
- Infor OS and Single Sign-On
- Document Management
- Enterprise Asset Management
- Third-party Solutions
- Infor Localisation Services Platform

System21 ERP together with Infor agile platform enables organizations to respond swiftly to emerging challenges and take advantage of opportunities.

## Your core engine

### Gain confidence with global financial visibility

Get an integrated view of your company's finances across the global business with System21 Financials. Its global infrastructure enables making the major—as well as the countless minor—decisions that must be taken every day to compete in both local and international markets.

Organizations can access to accurate, up-to-the-minute information in precise, easy to use formats, meaning faster and more effective decision making on all issues. In addition to improving financial decision making, System21 guides you through the maze of legal, accounting and taxation differences of the global marketplace, handling multiple charts of account by company; tax calculation and reporting; payment methods and consolidation. It also disentangles many cultural differences encountered when trading across borders, supporting multiple currencies, languages, and international statutory reporting requirements.

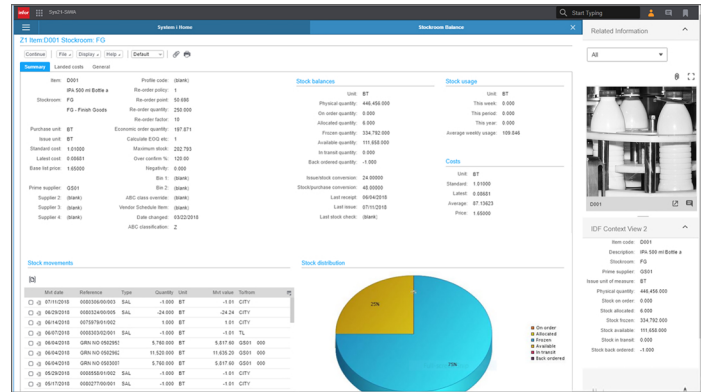
Using System21's Advanced Financial Integrator, financial data generated in System21 customer service, logistics and manufacturing applications can be sent to target accounts within the General Ledger according to rules and parameters that allow customers to shape the flow and posting of the data precisely to each customer's accounting needs, at either a detailed or consolidated level. This can be either financial or statistical information. The result is better analysis, planning and control for all areas of the enterprise.

### Provide a 360° view into supply and demand processes

The System21 Customer Service and Logistics applications provide the opportunities to reduce costs and speed product flow with integrated and immediate information across the flow of supply and demand.

It gives an enterprise-wide view of every stage in the supply and demand process to match one to the other according to the preferences of the business, to increase customer satisfaction levels with the greatest efficiency. Customer service can be optimized by tailored sourcing and inventory consumption rules; and within the Order Capture application, detailed customer buying history, product preferences and upsell/cross-sell suggestions. Order Capture caters for many styles of order-taking including telesales, schedules, configure/assemble/make-to-order, direct supplier deliveries, EDI, customer returns, and transshipments.

## Take a 360° view



System21 360° views put all related data one click away.

System21 Logistics includes a single production solution for discrete, repetitive, and process environments to provide world class solutions for production control, quality, resource planning, and scheduling.

- Inbound logistics covers purchase management, catering for discrete purchase orders, and schedules with interactive rules-based sourcing.
- Outbound logistics supports the building of consolidated multi-level consignments with the option to send advanced notifications to customers via Electronic Data Interchange (EDI).

### Structured and efficient after-sales services

System21 has a long history of strength in service management businesses, particularly for customers who provide after sales service for large capital equipment products, which is often one of the most profitable parts of their businesses. System21 Equipment Servicing application works seamlessly with all the related System21 applications, to cover the financial, order processing, purchasing, distribution and production needs of service companies to give an integrated view of all major business processes. The many specific requirements needed to optimize service, efficiency and profitability are supported including cradle to grave records of every service job, component, costs, or revenue against every piece of equipment, field and workshop service job management, component inventories, procurement as well as engineer shift calendars and timesheet/cost tracking.

## **Boost manufacturing excellence**

System21 Manufacturing delivers a true mixed-mode-manufacturing environment. Process production methods can be mixed with schedule driven repetitive and discrete small batch methods as required, always giving the right solution to the right situation.

It supports every level of the manufacturing process, from strategic planning to detailed control. It provides accurate and flexible reporting, production and product definition, timely planning, and scheduling, with precise execution and control.

By supporting best manufacturing practices and continuous improvement programs, System21 Manufacturing allows business to reduce inventories and working capital, improve productivity and efficiency, resulting in real bottom line benefits.

## **The flexibility to adapt to industry trends and regulatory changes**

System21 delivers rich, built-in, industry-specific functionality to cover unique business needs. It offers multi-functional capabilities developed over years of working with some of the best companies in the world to increase productivity, meet customer demands, and bring products to market ahead of the competition. Although System21 customers can be found in a diverse range of industries, some of the largest industry groups include the following:

### **Food and Beverage industries**

System21 is one of the most comprehensive and flexible information solutions for the food and beverage industry.

It helps achieving a balanced, optimum inventory to overcome fluctuations in consumer demand and seasonal ordering patterns, giving an accurate count of sales movements from inventory to customers. This ensures accurate forecasts, reducing inventory, and providing more accurate information for production planning and purchasing of supplies and ingredients. The system tracks and analyses sales by volume, quantity, and value against targets and budgets.

For drinks focused companies, it ensures that credits to customers reflect actual physical return of bottles, cases, and kegs, in turn reducing paperwork. For liquor producers and importers, System21 also provides strong application capability. It handles complex tax and regulatory requirements, such as bonded warehouses and excise taxes, whether you operate in a single location or across multiple state boundaries.

When it comes to food companies, the system also handles the peculiarities of short-life, perishable products while still allowing the reporting of timely information, critical in a short lead-time environment, where margins are often razor thin.

Features such as product attribute searches and substitutions, kit processing, promotion lists, and selectable service levels (with separate lead times for administration, operation, and transport) to increase customer service to the highest levels. Essential functions are included, such as manufacturing automatic batch potency processing and an integrated quality management module, through to leading edge function, like JIT techniques on the process line, optimized concurrent co-product planning, and backflushing for high speed and volume lines.

### **Electronics industry**

The electronics market is one of the largest and most diverse vertical sectors. Whether a high-volume specialized manufacturer of electronic components, and equipment manufacturer, a Value-Added Reseller (VAR) or a distributor of components to business, retail outlets or consumers, System21 can support operation worldwide. Providing total visibility of inventory regardless of who owns it and where it is physically located. It also provides the functional specialization to ensure customer and vendor relationships are specific, efficient, and integrated.

### **Fashion industry**

The fashion industry has become a brand-centric environment with many seasons/collections and offshore manufacturing. In this fast moving, dynamic industry, time to market, and agility are key to success. To meet these challenges, System21 Style is completely focused on the apparel, footwear, and textile industries. It is an integrated end-to-end solution from design through to retail offering a robust infrastructure that supports the continual evaluation of their businesses. System21 has a long history as a supplier of enterprise solutions to the apparel, footwear, and textile industries.

## Automotive industry

System21 is an agile information system well-suited to automotive manufacture, providing production management, competitive purchasing, quoting, and estimating, prototyping, and tooling, flexible scheduling, projecting labor, and plant requirements capabilities. It can manage customer demand requirements and to integrate the business demand through to supply process. With System21 integrated quality management capability, organizations can manage quality-related issues in accordance with the automotive specific quality standards. And active EDI message handling helps save time and money while increasing quality and customer satisfaction levels by automatically reconciling processes and alerting users when exceptions are detected.

## Fast-moving consumer goods/Consumer-packaged goods

The capabilities of System21 suit it very well to businesses where an ultra-fast turnaround and resupply of goods to regular outlets is required. The Order Capture application enables orders to be taken at speed and with great efficiency against known buying lists to ensure that repeat business and excellent customer service are realized to maximum effect. Customers using Order Capture include brewers, food producers, and companies distributing a wide range of different products.

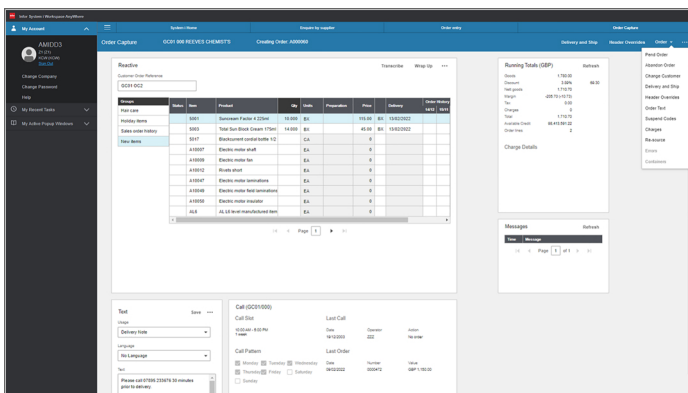
The means to capture demand is backed up by System21's ability to expedite fulfilment processes, from the sourcing of goods—to achieve an optimized balance of timely delivery and inventory consumption, all the way through to physical shipment, delivery, and POD processing.

## System21 version 3.2

With continuous development, enhancement, and innovative tools to keep you ahead of the game, System21 is a robust ERP solution which gets you where you need to be today—and in the future. The latest version, System21 3.2 reflects all these goals, as does the roadmap for future releases of the product:

- Multi-century processing to reinforce System21 as a core ERP engine for the long term
- The inclusion of over 100 customer-requested ERP enhancements, fine-tuning the product to provide a precise fit to customer's business processes and deliver a return on maintenance investments
- Over 80 enhancements to the browser user interface and navigation environment, to facilitate faster adoption and increase productivity
- A new Data Privacy Assistant, to enable quicker responses to requests for data privacy information
- A re-engineered user interface and additional function for Order Capture, to raise ease of use and increase productivity and service in the demand gathering process
- Released in parallel with the new version of the architecture enabling System21's flexible enquiry application (IDF), to further improve customers' ability to find, filter, sort, and extract critical operational data quickly and effectively.

## Tailor order capture workflows to maximise sales



Take and amend orders for fast moving consumer goods with System21 Order Capture.



## Endless opportunities to make technology a competitive advantage

Infor OS and System21 provide a dramatically modernized solution that can transform business processes, adding collaboration tools that are embedded to increase efficiency, extensibility to quickly develop enterprise capabilities tailored to your unique needs, and more, without disrupting your business.

**Eliminate operational silos**—Seamlessly integrate System21 with any other business systems (Infor or non-Infor) using ION® (Intelligent Open Network), Infor's purpose-built middleware solution. ION provides a simple, but powerful and scalable framework that allows you to eliminate operational silos,

## Home pages and dashboards



Provide exactly the data and systems your users need to do their jobs.

dramatically improve exception management, and achieve unparalleled end-to-end efficiency, no matter where the data resides or what application created it. Users can receive tasks and alerts on changes and events across the enterprise.

## Put business intelligence at the center of how users work—

Infor OS homepages enable you to create role-based views across your applications. With customizable role-based homepages, employees can easily find the information they need on a single screen with objects such as key performance indicators, alerts, posts, tasks, and documents. Homepages allow for quicker and easier decision-making across the entire solution and provide fast access to the relevant data.

## Help make better decisions and complete tasks in new collaborative ways—

Infor OS improves collaboration by providing in-context business intelligence into the user experience that supports contextually aware event-driven operations. The integration of System21 and its browser interface with this technology allows the right data to be delivered to the user exactly as it is needed, and to allow seamless movement between Infor applications with a consistent look and feel throughout.

## State-of-the art business intelligence platform—

Infor Birst® provides key strategic and tactical information to senior executives and users at all levels on KPIs to enable them to steer your business. It goes beyond traditional BI to provide predictive analytics.

## Document management—

Infor OS also includes Document Management, which is a central repository for important business documents and images. Users can add and edit documents from any source, capture text from paper documents (whether machine or hand-printed), and place it into digital formats, create business processes around documentation, and more.

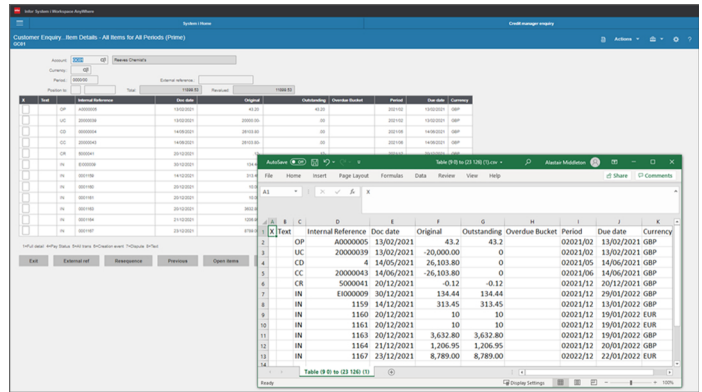
## Capturing data across the enterprise—

With Data Lake, structured, semi-structured, and unstructured data from across your enterprise feed into a secure, encrypted data repository, while advanced metadata intelligence prevents your data lake from becoming unmanageable. From this advanced data ingestion, to cataloging, to policy-based data management, and advanced analytics, Infor Data Lake is the end-to-end solution to unlock your data's true potential.

**Artificial intelligence for business**—Infor Coleman™ brings tangible opportunity and ROI to artificial intelligence projects with incredible speed and clarity. Coleman makes historically complex technologies like natural language processing, intelligent automation, machine learning, and voice user experience much more accessible because they are built on the foundation of the Infor OS technology platform.

**Flexible deployment**—You can deploy Infor System21 in the cloud as a service for a subscription, or on-premises with a traditional perpetual license model.

## Share System21 data with other systems



System21 provides various means to share data, from ad-hoc extracts to full-function integrations.

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