

## Editors Note

As 2016 draws to a close we look back and celebrate some of the highlights and milestones achieved. We TALK about our newly established Outsourcing Division, meeting the increased drive for outsourced services, along with the benefits this team brings to the table.

Over the past few months our team numbers have swelled and we are delighted to welcome and introduce 8 new team members and wish them a long and successful career at ACS-Embrace.

Our special feature TALKS about our partnership with EAI South Africa and how ACS is poised to embrace the mobile revolution. There is no doubt that mobile has become the method of the masses as these devices provide users with a rich exchange, anytime and anywhere.

Read all about our plan to improve our overall digital presence and be sure to enter the draw for our festive wine and chocolate hamper.

During the course of the year we have celebrated long term win-win partnerships with some of our clients and we are honoured to share these significant milestones.

Thank you for your continued support and we wish you every success for a productive and prosperous 2017!

 Jeanette



## Inside this issue

- |                 |  |
|-----------------|--|
| Front Page      | - Embrace the Benefits of Outsourcing            |
| Special Feature | - Embrace the mobile revolution                  |
| Client TALK     | - Celebrating Significant Milestones             |
| Team Embrace    | - Welcome new staff members                      |
| Competition     | - Stand in line to win a wine & chocolate hamper |

### Embrace Outsourcing Team:

Back Row -Left to Right : Claude Fillies, Kathleen Eschner, Michael Kanagan & Debbie De Wit  
Front Row-Left to Right : Sphesihle Vilakazi, Anna-marie Opperman & Samantha Blignaut

## Embrace the Benefits of Outsourcing

The increased drive globally for outsourced services is becoming more and more evident in our local market, with IT outsourcing becoming a focus area gaining increased attention. South Africa is now being mentioned in the same space as traditional low cost outsourcing leader India, with hosting solutions, data centres and cloud computing becoming more and more accessible.

ERP users have traditionally resisted moves to outsourced infrastructure and services for a variety of reasons. These include security concerns, both infrastructure and data, as well as a perceived risk associated with the dilution of in-house skills.

According to a 2016 Deloitte survey on the value of Outsourcing, a shift in the forces driving outsourcing is evident. Whilst cost reduction was a factor raised by 59% of respondents as a desired outcome and efficiency improvements by 20%, the savviest organisations were using outsourcing to drive innovation internally into their own business, creating new platforms to address sales opportunities and focus on lowering operating costs.

Within ACS, the benefits of an "outsourced" approach were the driving force behind establishing our internal Support Centre 5 years ago. Focussed on providing a support function to our clients through the Embrace Help Desk, the centre also provides an internal support function across ACS, bringing together expertise and a knowledge base that provides insight into all aspects of Embrace, from R&D to training, implementation to client support and system administration to problem resolution.

### Embrace Outsourced Support Desk

The internal benefits derived have been immense and led to a strategic decision to extend the reach and provide an Outsource Support Desk offering to our clients. Earlier this year, we took over the role of providing a dedicated Embrace support function for MAN Truck & Bus and their Dealer network. This included transferring MAN's Embrace support staff over to ACS and incorporating them into the ACS-Embrace Support Centre.

In our experience, the turnaround time required for dealing with critical issues has been greatly reduced, with immediate response and quick resolution.

### Services

The structured, well-managed Support Centre can provide support directly to users, as a first line support offering, typically via the client's internal liaison person, as well as second line support where the first line help desk function is handled by another outsourced call centre. Proactive call management through to resolution is handled through our internal Support Desk Management System, with our team dedicated to investigate, analyse and resolve Embrace related incident logs speedily and efficiently. Regular reporting and feedback meetings are held to measure progress and continuously assess and ensure that agreed Service Levels are maintained. Additional service offerings include standby support, both ad hoc and regular, user training, aligned to client business processes, as well as support during User Acceptance Testing (UAT) periods when implementing upgrades and Service Packs.

### Benefits

Outsourcing Embrace related tasks frees up time for your internal resources to focus on the implementation of additional Embrace functionality, adding real value and improving operational effectiveness. For the CIO this approach will lead to improved internal IT service levels, for users an improved end user experience and by utilising resources more effectively, increased benefits will be delivered to the business as a whole. Outsourcing-done-right can reduce costs and help maintain and improve competitive advantage!

ACS-Embrace has now formally entered the Outsource space and we are planning to grow our footprint and offerings in this area. The goal is for us to become a single point of contact offering seamless excellent support for all our clients' IT needs and to find innovative ways for ACS and your IT team to provide systems, processes and platforms geared towards your business success.

## Did You Know?

- There were 5 billion connected mobile devices at the end of 2015.
- That number will swell to 25 billion by 2020. That's more than three devices per person on Earth.
- The average user picks up a smartphone more than 1,500 times per week. They engage with their devices for three hours and 16 minutes each and every day.



- The number of mobile-only internet users surpassed PC-only internet users for the first time in March 2015.
- The introduction of mobile reporting systems as a disruptive technology has increased the use of mobile devices among C-suite people.
- Mobile has become the method of the masses and these devices provide users with a rich exchange, anytime and anywhere.

## Embrace the Mobile Revolution



Mobile technologies have transformed the way we live, learn, work, travel, shop, and stay connected. Not even the industrial revolution created such a swift and radical explosion in technological innovation and economic growth worldwide. Almost all fundamental human activities have been touched, if not revolutionised, by mobile. According to Ericsson, 3G and 4G technologies have reached 3 billion subscriptions, in less than 15 years - making mobile the most rapidly adopted consumer technology in history!

Just as the rise of the Internet in the late 1990s was marked by explosive growth and aggressive innovation, the shift towards mobile, from basic feature phones to high-spec smartphones, is once again reshaping the economic landscape, making Mobile a global success story. The days where your cell phone was merely a convenient tool used to call relatives, friends or colleagues are long gone, as rapid technological innovation has led to evolving customer demands. Smartphones have become just as powerful as laptops or computers, and it is therefore no surprise that today more than 85% of mobile usage relates to non-voice activities. Competition between top manufacturers continues to drive innovation to new heights, and technologies such as augmented reality (AR), artificial intelligence (AI), holographic imaging and bendable screens are no longer science fiction.

Consumers and businesses are discovering new ways to use mobile at an astounding rate, and mobile devices have a glueyness unlike any other consumer commodity.



The very idea of leaving home or going on a business trip without a mobile phone is unthinkable.

This disruption of the mobile market has led EAI South Africa (Enterprise Application Integration) to research and explore opportunities where their company offering can add value to clients. With a strong traditional pedigree in integration and moving transactional data continuously between important business support systems, they recognised the need for this transactional data to also flow through smart devices on demand. This means that real-time information is more easily accessible, empowering decision makers to act more effectively and accurately than ever before.

EAI South Africa is an innovative ICT solutions (Information and Communications Technology) company and is motivated to create sustainable success for customers. The company specialises in a number of development technologies across a broad spectrum of different products and services, ranging from Enterprise Application Integration to Mobile and Web Solutions.

Founded in 2005, EAI South Africa brings more than 10 years' experience of delivering exceptional products and services to the corporate, mid corporate and SME domains and having implemented numerous successful projects for clients, has an impressive track record.

"Our journey along this path has inspired us to evolve and improve our capabilities, as well as build relationships and look for partners who share the same vision and ideals. Teaming up with ACS-Embrace was inevitable as they too were looking to explore the potential of mobility and extend the reach of Embrace onto handheld devices, smartphones and tablets.

With a common vision to push the boundaries of each company's traditional offering, the inspiration to put the power of ERP and comprehensive business support systems into the palm of the users hand quickly took shape," explains Francois Flamengo, CEO of EAI South Africa.

Over the past 18 months, EAI SA and ACS-Embrace have successfully integrated a wide range of functionality and this natural progression has enabled us to tackle new opportunities that previously would have been too challenging for either company alone.

By integrating smartphone features such as cameras, scanners, geo location, push notifications and touchscreen into the power of workflow and integration... business operations will never be the same. Where business traditionally was worried about the impact of BYOD (Bring Your Own Device), the smartphone can actually accelerate operations by empowering your company users to start doing their work from their beloved phones. The possibilities are endless, and with the correct mix of creativity and innovation, business can streamline processes and increase productivity.

Some of the notable features in the current Embrace mobile solution are the integration into the Embrace Customer, Pricing, Inventory, Sales Order and Service Order modules. While most of these features currently focus on enquiries, the functionality has been extended to enable users to maintain field service jobs and place sales orders while out in the field.

Future plans include the following:

- **Workbench** - enabling customers to perform important workforce workflows from their phone. The business benefit includes faster end-to-end processing of specific workflows, as well as on demand engagement from important stakeholders to notify them that they have an action waiting.



- **mPOS** - enabling customers to complete point of sale transactions immediately from their phone. The business benefits include on-the-spot processing of orders for customers who don't want to wait. Sales teams can ensure that by the time their customer walks out the door, the sales order has already successfully been submitted for processing.

- **Reporting** - giving stakeholders immediate access to important information. This will enable them to view and track performance, quickly measure and monitor identified Key Performance Indicators (KPI's) to ensure business is on-track in reaching targets and goals - all from the palm of their hand.

Clients with other specific and unique requirements can also be assured that the Embrace mobile platform is extremely flexible and able to accommodate any bespoke functions. The platform has been designed to integrate and customise other "external" functionalities into the mobile solution.

The mobile era is changing business as we know it - don't be left behind, **embrace** it!



A group of CEOs' from Companies around the world participated in a survey. One of the questions they responded to was:

**Q:** How strategically important are the following categories of digital technologies for your organisation?

**A:** The response was as follows:

**81%** - Mobile technologies for customer engagement

**80%** - Data mining and analysis

**78%** - Cyber Security

**65%** - Internet of Things (IoT)

**61%** - Socially enabled business processes

**60%** - Cloud Computing

**47%** - Battery and power technologies

**37%** - Robotics

**33%** - Wearable computing

**27%** - 3D printing

Source: PWC Global CEO Survey

## FAQ

**Q:** Our system seems to be getting slow and sluggish, with day end and enquiries taking longer and longer to run. Our Account Manager suggested we consider doing some system "housekeeping". Do you think this will help and if so, who is responsible for embrace system "housekeeping"?

**A:** Yes, some system housekeeping will definitely help and improve overall system performance. Housekeeping is the responsibility of your system administrator. Your ACS-Embrace account manager can assist and give guidance. .

**Q:** What housekeeping procedures does ACS-Embrace recommend that we implement?

**A:** ACS recommends the following:

- Resizing
  - Performed once a month
- Capacity planning
  - Sizes to be monitored and files changed from 32 bit to 64 bit when size is > 1.5G
  - Fix Files – Once a month
- Purging and Relocation
  - Relocate History once a year
  - Relocate Month once a month
  - Purge
    - Summary – Keep 5 years + Current Year
    - History – Keep 5 Years + Current Year
    - Master File – Purge Once a Year
    - Transaction Files Keep 12 months + current month (Files will not be deleted off the system but moved to History).

## Client TALK—Celebrating Significant Milestones

**Antalis** and ACS-Embrace celebrate a 30 year win-win partnership, where Embrace has been the driving force behind their ability to evolve into a successful and agile business!



From left to right: Neelesh Kalidas, Andrew Lee Sun, Alwyn Miller, Steve Wookey, Martin de Bruin and Raymond Waldeck



**World Net Logistics** celebrate 11 years of optimising Embrace for operational efficiency and competitive edge!

From left to right:  
Back: Viv Wright, Marcel Kitay and Kyle Smit  
Front: Adrian Rugg and Juan Enslin

**Union Tiles** and ACS-Embrace cement a winning 10 year relationship where Embrace has been the cornerstone of their business success!



From left to right: Glynn Lewis, Ana Shaves, Michel De Abreu, Fred Du Preez, Rhodri Harding, Viv Wright, Amanda Fox, Ian Foster and Ross De Abreu

## Celebrating 5 Year Win-Win Business Partnerships

Astore (Hudaco Group) celebrates a 5 year relationship where they have been able to Embrace the full value of their business system!



From left to right: Ruth Hale, Shane Rheeder, Cindy Dixon, Viv Wright, Gilbert Da Silva, Marcel Kitay, Dave Allman, Steve Wookey and Pranesh Maniraj

**Bustque** celebrates 5 years of leveraging off Embrace's flexibility for growth, profitability and enhanced customer service!

From left to right: Riaz Choonara, Steve Wookey & Sikie Choonara



**Nkunzi Pharmaceuticals** celebrate and Embrace the key enabler of their business growth!



From Left to Right: Keith Benny, Charmaine Kidd, Carl Malcomess, Marcel Kitay and Christopher Ibbotson

## FAQ Continued

- General Sub Ledger – Keep 12 months + Current month
- Other – Clean

- General
  - Clean Account – Once a Year
  - Indexing – Review quarterly

- Shutdown / Restart

- Backup and Recovery
  - Use cycling system
    - Daily 1 – 31 Daily backups with a DAY cycle
    - 1<sup>st</sup> use tape 1, 17<sup>th</sup> use tape 17, etc, etc.
    - Monthly 1-12 – Backup before and after month end
    - Annual 1 - 5
  - The verification of the backup should be done once a week

- Disaster Recovery
  - Plan should be in place with Embrace considerations.

By correctly recommending a proper housekeeping procedure, tailor made to meet the needs of each customer; we can enhance your experience with ACS-Embrace. Please ask ACS Support for assistance.

**Q:** If our system crashes, how do we recover Embrace?

**A:** If the correct backups are available the following is required to recover Embrace:

- Restore Universe and Embrace, including all data instances, history, month-ends, programs, demo areas
- Reinstall software
- Reconfigure the printers

## FAQ

**Q:** What are the benefits of applying basic housekeeping strategies?

**A:** Some of the key benefits include:

- Save time and money
- Protect existing investments
- Efficient use of resources
- Reduce backup time
- Reduce time in reconciliations
- Reports run faster
- Day-End finishes quicker

**Q:** Where do I find my reports after they have been downloaded?

**A:** If you are running 64bit Windows on your PC then:

C:\Program Files (x86)  
ACS\Embrace\Reports

Otherwise:

C:\Program  
Files\ACS\Embrace\Reports

**Q:** REPORT.CSV looks a little different. Have there been any changes made?

**A:** Yes, a small change. Three new standard delimiter options have been added:

- L Colon
- S Semicolon
- P Pipe Character

Also, the validity check has been changed to allow decimal character from 1 to 250 for other characters.

## Team Embrace TALK



Top Left: Debra Savin; Top right: Claude Fillies; Bottom Left: Nadine Du Plooy; Bottom Right: Susanne Mattes

## Welcome

Over the past few months we have seen a lot of new faces as Team Embrace has been expanding and growing! We take great pleasure in welcoming and introducing our newest team members:

**Debra Savin** joins our Projects Team as an Operations Business Analyst and as a former Embrace client and user, brings 5.7 years of Embrace experience and knowledge to the team. Prior to joining ACS, Debra worked in the Aviation and Logistics industries, where she has 21 years experience in a management role. Debra enjoys cycling, walking, home décor and fabric painting.

**Claude Fillies** joins our Support Centre as Help Desk Administrator and brings with him a strong technical skillset. He has already made his mark, assisting with network, hardware and software issues and is "really excited to be learning more and more about Embrace"! Claude is engaged, blessed with a gorgeous baby boy, loves spending time with his family and when he finds the time, enjoys restoring cars.

**Nadine Du Plooy** joins our Projects Team as a Financial Business Analyst and lists her career highlights as having worked for large corporations in the FMCG and 3PL environments. Nadine is most excited about her new challenge and looks forward to using her experience at ACS-Embrace – "a market leading company". Her hobbies include music, cooking and painting; she loves animals and, determined to make a difference, is actively involved in various community charities. Nadine is the youngest sibling of a loving family of four children and is what most South Africans would call a "laat lammetjie!"

**Susanne Mattes** joins ACS-Embrace as our Office Manager and brings with her a colourful and entertaining career history. After graduating with a degree in Industrial Engineering, she travelled the world and held managerial positions in IT, Finance and Admin. Australia was not for her but she loved Thailand, Singapore and Malaysia, found the pace a bit slow in Kenya and relocated to Afghanistan. The sandbags at the windows really destroyed her interior decorating but the chopper rides, with open doors and wearing a bullet proof vest, made up for all that. When not in the office, Susanne enjoys the peace and quiet of a rural lifestyle.

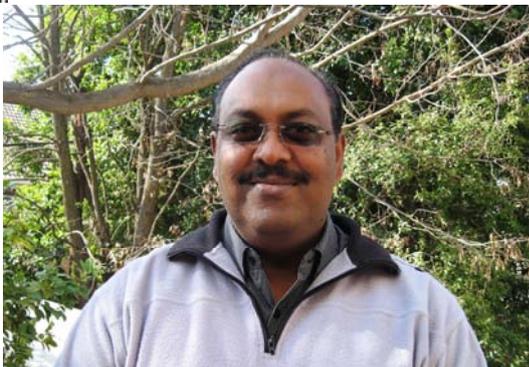
## Embrace Outsource Team - Support Centre Consultants

**Anna-marie Opperman** joins the team with 24 years of Embrace experience – 10 with The Dunlop Group and 14 with MAN Truck & Bus - and is living proof that one should never give up on their dreams! Anna-Marie's biggest dream was to join Team Embrace at ACS and now – 24 years later – **is living the dream!** Married, with three children (1 son and 2 daughters) and three grandchildren (2 boys and 1 girl), she enjoys family time, entertaining, cycling and exploring the unknown.



**Kathleen Eschner**, having transferred from MAN Truck & Bus, brings a wealth of knowledge, experience and expertise to our Outsource Team, ranging from System Administration to Systems Engineer. Having studied at various institutes, Kathleen was recently awarded her PMD (Programme for Management Development) from GIBS (Gordon Institute of Business Science). When not supporting Unix, Windows or Embrace, Kathleen enjoys gardening, walking, hiking and playing musical instruments. Cruising is her favourite holiday and she would love to do a world cruise.

**Michael Kanagan** has also transferred from MAN Truck & Bus to our Embrace Outsource Team, bringing with him many years of Embrace and UNIX expertise and experience. Constantly learning and expanding his knowledge of Embrace he has tackled some of the most challenging job streams and procedures. Michael is married, has 2 children, enjoys playing and watching soccer and is a keen Manchester United supporter.



**Sphesihle Vilakazi** brings heaps of energy, enthusiasm and a charming smile to the Embrace Outsource Team. After completing her studies in Information Technology at Tshwane University, she joined Man Truck & Bus as an It trainee and is now extremely excited to have this opportunity to grow and expand her Embrace skills and knowledge, in her new role. 'Sihle' – take note gentlemen – is single, comes from a large family, is the 2nd of 8 siblings, and enjoys shopping and flower arranging.

We wish our new team members a long, happy and rewarding career at ACS-Embrace!

## Compelling Reasons to Consider Outsourcing

- Increase productivity by optimally utilising resources
- Improve internal IT Service levels
- Solve capability issues
- Improve end user experience
- Gain competitive edge by focusing on core business areas
- Lower costs through lesser overheads and expenses
- Access to world-class IT skills, experience and resources
- Stay up-to-date on the latest version of Embrace
- Improve strategic flexibility
- Improve operating income
- Lower operating costs of acquired companies
- Innovation is a key component of the value derived from an outsourcing relationship

## Competition

**Q:** What do I need to do to win the wine and chocolate hamper? ?

**A:** Follow 4 easy steps:

- 1) Visit our Embrace Facebook page by clicking on the following link:

<https://www.facebook.com/embraceERP/>

- 2) "like"
- 3) "share"



- 4) Follow @embraceERP on Twitter



**WINNER**  
WILL BE ANNOUNCED  
30<sup>TH</sup> JANUARY 2017  
DON'T DELAY  
VISIT AND "LIKE"  
EMBRACE  
TODAY!!

## embraceTALK

**Executive editor:**

Jeanette Teles

**Design and layout:**

Daniel Gloyne

## Tribute to Dave McBride

It was a sad day and huge shock for all at ACS-Embrace, when Dave, a colleague and friend of many, many years, passed away. Dave joined ACS as a sales executive in 1995 and had 21 years' service with the company. With a strong technical background, in-depth knowledge of Embrace and his attention to detail, Dave was always called upon to assist in completing RFIs (Request for Information) about Embrace and respond to requests for proposals.

An avid Lions supporter, Dave often invited clients to join him at the Rugby, where he forged strong friendships.

When diagnosed with cancer in January 2015, he remained positive and totally committed to ACS and although he had been "booked off", would often, when he was well enough, pop in and visit.

Dave was a man of many interests including playing hockey, road running, hiking, riding his motor bike, scuba diving, gardening, birding, reading and watching sport. He had a passion for technology and was a gadget man. He had the very latest, state-of-art smartphone, laptop, TV, etc., and did not rest until he was able to use every feature and function available.

Dave put up a long, brave fight against cancer and remained positive to the very end. He made light of the bad, focussed on the future and believing that he had won, had a holiday planned for the end of this year. Dave will always be remembered as a true friend, a great colleague and most of all, as a "gentle gentleman"!



## Embrace Social Media

"We are very excited about the launch of our new website, which is designed to expand the range of information available while also helping users access the specific information they need faster and easier than ever before. By providing an engaging, mobile-friendly web experience we plan to grow our visibility and improve our overall digital presence. These efforts span a number of social media platforms and include:



Facebook



Google +



Twitter



LindedIn



YouTube



## Prizes to be Won

Please visit our "Social Media" pages and by selecting "like", "share" and "follow", you will be in line to win a fabulous wine and chocolate hamper, as pictured below:



ACS House  
370 Rivonia Boulevard  
Rivonia  
Tel: 011 275-2000  
Fax: 011 275-2233  
E-mail: [talk@embrace.co.za](mailto:talk@embrace.co.za)  
Website: [www.embrace.co.za](http://www.embrace.co.za)