

## Editors Note

Welcome to our winter edition of embraceTALK. It's hard to believe that we are already halfway through 2018. The TALK that has permeated the South African marketplace this year has been **"solid signs of growth of the Manufacturing Industry"**, with government committing "to address the decline over many years of our manufacturing capacity, which has deeply affected employment and exports."

It is no surprise that in this edition we focus on and TALK about ERP Manufacturing technology and solutions. Our special feature explains how manufacturing companies can plan, execute and control production more effectively with Embrace Manufacturing!

We take pleasure in presenting our case study on how Duplex Liquid Meters (DLM) found **"a perfect fit"** with Embrace ERP and by implementing a single end-to-end ERP solution with integrated manufacturing, have reaped a rapid return on investment.

At ACS-Embrace it is our mission to **build lasting win-win partnerships with our clients**. Our client TALK feature is testament to this and we take great pride in sharing our 30 year, 20 year and 15 year client anniversary celebrations.

Don't forget to follow us on our Social Media platforms to stay current with the latest Embrace ERP news.

Enjoy the read!

*Seanette*



## Inside this issue

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## Manufacturing our Future as we embrace Automation

**Technology** is rapidly changing the way every industry works, and the manufacturing industry is no different. We're entering a new industrial revolution, where internet, computing, and scientific advances are making waves across manufacturing and transforming the way we produce goods. From advances in automation, artificial intelligence, 3D printing and production materials, to changes in government expenditure and legislation, **there's never been a more exciting time to be in the manufacturing industry.**

Growth within the manufacturing industry in South Africa has created high-income jobs with a ripple effect throughout the economy for both formal and informal workers. According to Trade and Industry Minister, Rob Davies, the Manufacturing Sector is proving to be the **"Job Creation Engine of South Africa!"**

At the 2018 State of the Nation Address (SONA), newly elected President Cyril Ramaphosa, stated **"we are going to address the decline over many years of our manufacturing capacity!"**

With the manufacturing industry showing solid signs of growth, **it's time for all manufacturers to redefine and revolutionise how they use their ERP systems as a platform for solid revenue growth!**

Companies in the manufacturing sector face a number of challenges as they endeavour to remain relevant in an increasingly competitive environment. When examining the potential impact of the Fourth Industrial Revolution on global manufacturing, common risk factors emerge. **Automation**, however, offers the potential to mitigate many of these factors and help improve on the overall productivity and efficiency of the business. By integrating automation, businesses will reap rapid results, particularly across finance, supply chain management, product innovation and production. Businesses that embrace automation eliminate the costs associated with manual processes, data capture, information silos, human error and unreliable data.

Automating procurement, order processing, and other supply chain processes, enables production plans to be executed using LEAN principles.

A comprehensive single, end-to-end ERP solution provides CEOs, CFOs and other manufacturing leaders with access to a real-time flow of accurate information across the supply chain. A consolidated view of all inventory, reflecting stock at each location, whether in transit, at the finished goods warehouse, or on the factory floor, enables them to make informed planning and production decisions. The ability to closely monitor expected components and raw material from suppliers, as well as outstanding customer orders, will lead to improved customer service and profit management.

As **regulatory compliance** and **quality control** requirements in the manufacturing industry become more stringent, ERP is able to provide traceability from raw material origin, through manufacture, to final destination. This makes it is easy to trace and analyse the source of a defect and recall a product or component.

It's clear the manufacturing industry is undergoing some dramatic changes and while the Fourth Industrial Revolution brings many opportunities for the manufacturing industry, it brings many challenges too. Enterprises that embrace automation, and extract maximum value from their ERP, will keep pace with the changes. The **greater visibility** and **insights** gained from **real-time integration** and **in-depth analysis** of their business is one of the primary catalysts revolutionising ERP systems' values delivered in 2018 – and from here, there's no telling what the future holds.



## Did You Know?

The Embrace end-to-end ERP package includes a fully integrated Manufacturing suite of modules:

- **Purchasing** - enables the monitoring of the quality, accuracy, lead times and cost of purchases, while providing you with comprehensive supplier performance analysis

- **Auto Procurements** - generates suggested purchase orders and stock transfer schedules based on required stock levels or levels calculated on average monthly demand and supplier lead time

- **Landed Cost Tracking** - ensures accurate landed costs by providing visibility of imported goods through shipment tracking and control of associated costs

- **Forecasting** - is a driver for MRP, DRP and stock replenishments. Sales and demand forecasts are generated from historical information, which can be smoothed, flexed, and weighted. Trends and seasonal demand patterns can be applied. Forecasts are available at a product level and product group level and can be expressed in weekly or monthly buckets

- **DRP** - (Distribution Requirements Planning) enables you to manage and control inventory replenishment and stock distribution over your entire branch and warehouse network. Variable planning horizons are configurable with product distribution requirements driven by forecasts, sales and service demand or inventory re-order points. To maximise order fulfilment rates, DRP ensures the correct inventory is available at the right place at the right time

## Special Feature— Plan, Execute and Control Production more Effectively with Embrace Manufacturing!



In today's competitive and volatile market conditions, manufacturing leaders need the ability to control and manage the entire business process chain, from suppliers to the production processes through to delivery and customer service.

**Critical to success is a single, integrated system** that streamlines your entire production cycle, drives operational excellence, facilitates customer and supply chain collaboration, provides wide-ranging visibility and addresses unique challenges in your operational environment.

The Embrace ERP manufacturing solution is built specifically for today's make-to-order, engineer to order, configure to order, build to stock, and mixed mode manufacturers and enables you to control, integrate, synchronise and embrace every aspect of the manufacturing process.

Embrace provides the foundation to **improve business efficiency, customer service, and overall manufacturing productivity** for factories of all sizes, across a broad range of industries, such as metal fabrication, high-tech and electronics ,automotive, parts and accessories, industrial machinery and equipment, plastics and rubber, chemicals, food and beverage.

Catering for both short and long production runs, Embrace provides the tools to enable you to plan, record, track and control your output, with end-to-end visibility throughout your manufacturing supply chain. Clearer visibility empowers you to make smarter decisions about what to manufacture, when, where, with what resources and in what sequence. This enables you to optimise the competing demands of cost versus availability, while still avoiding stock shortages.

Most importantly, Embrace Manufacturing software is flexible, powerful, easy-to-use and **works the way you do**, rather than forcing you to conform to a rigid set of processes and procedures.

Embrace's **Bill of Materials** and Engineering Effectivity Dates with links to factory documentation enable you to implement controls that ensure your manufacturing processes are consistent and products are manufactured to the correct designs and specifications.

Single-level, multi-level as well as by-product bills are all catered for and flexible bill definitions accommodate complex component and sub-assembly requirements.

Raw materials can be issued and tracked using physical counts, variable mass or measurements. Detailed drill down enquiries from Manufacturing Orders shows outstanding requirements, stock availability and possible alternatives.

By providing precise instructions on what is required for each manufacturing job, the Bill of Materials allows you to complete more jobs in less time with cost savings on both labour and materials.

By maintaining a chronological history of all transactions, Embrace provides detailed audit trails for governance compliance and risk management.

Embrace's **multiple units of measure** feature enables accurate ordering, manufacturing, selling, pricing and costing of inventory items by enabling the transactions to be processed in any relevant unit of measure. An unlimited number of units of measure can be defined for each stock keeping unit, e.g. stocking, alternate, purchasing, pricing, costing, etc.

Added to that, Embrace maintains **Concurrent Units of Measure**, allowing all transactions to track both a physical count as well as a variable mass, length or volume equivalent and is ideally suited to environments handling variable mass products. When a concurrent unit is added to a product, Embrace expresses all **costs** and **prices** in that concurrent unit.

## Special Feature - Embrace Manufacturing continued

### Examples of Concurrent Units of Measure:

Item	Units of Measure	Concurrent Units of Measure
Food, e.g. chickens	Each, box, case, pallet	Grams, kilograms
Cable or wire	Reels	Metres, or grams, kilograms

Typically the base unit and default units would be in countable units such as each, box and case. The concurrent unit is normally a measured unit such as meter or kilogram.

The "What-if" simulator allows you to assess cost implications of design, material, labour and manufacturing route changes before updating the Bills of Material. Embrace enables you to accurately evaluate job costs, assess margins and determine profitable selling prices.

Embrace's powerful **Lot Traceability and Serial Tracking** features enable product and component traceability throughout production and ensures that stringent quality and ISO requirements are met.

The enhanced monitoring of the raw material use-by dates and batch quality control ensures that you are not left with expired stock and that there is no wastage. With full visibility as to the origins, build and customer destination of finished products and batches, Embrace enables you to rapidly trace and analyse the source of defects should they occur and facilitate effective product recalls.

Embrace's **Work in Progress** solution enables the efficient execution of jobs, as well as day-to-day monitoring of job-related activities, labour, costs, scrap and exception events.

The backflushing option for Process Manufacturing enables integration to shop-floor data collection systems enabling transactional updates to be processed automatically.

Embrace **Shop Floor Scheduling** assists you in maintaining accurate and up-to-date production schedules that take into account your material plans and the complexities of your factory. Better co-ordination between work centres promotes increased productivity, reduced work-in-progress and improved customer service levels. Scheduling functionality extends from single-constraint scheduling to multi-constraint scheduling and sequencing.

The ultimate success of your businesses is dependent on your ability to provide customers with **the right products, at the right place, at the right price, at the right time!**

Inventory control is a key aspect of every manufacturing business and Embrace's integrated **MRP II and Inventory Management** solutions are designed to coordinate the actions of all business segments within your organisation to ensure that the correct level of stock is maintained, both of raw materials for production and finished goods, to satisfy customer demand.

From selling and sourcing to production and fulfilment, Embrace Manufacturing software gives you clear visibility across your business, helping you automate and manage the business processes you need to win today and prepare for growth tomorrow.

For companies needing extensive but easy to use manufacturing functionality, Embrace Manufacturing is the right solution – **built just for you!**

## Did you know?

### Embrace Manufacturing includes

**Inventory Management** - enables effective customer service and improved profits by providing superior inventory functionality to optimise stock levels. It automates the process of calculating and monitoring your inventory drivers - forecasts, safety stocks, and order size

**Lot Traceability** - enables you to maximise quality control by tracking materials, products and processes and facilitates effective recalls. Materials, along with their expiration dates, are tracked through receipt, manufacture, assembly, inspection, stocking and final distribution, ensuring quality assurance certification

**Work in Progress** - enables you to minimise job costs through the efficient utilisation of production resources. Accurately control costs of work orders in progress and manage shop floor performance by tracking material, labour and resource utilisation

**Bill of Materials** - provide complete control and visibility and facilitate accurate expected costs against which actual production costs can be tracked. The complete bill forms the basis for material and capacity planning, shop floor control and costing. Create and maintain a model of all manufactured and assembled products as well as generate what-if costing scenarios

**MRP II** - is driven by sales forecasts, production schedules, actual demands and DRP. Time-based purchase orders, stock transfers and production orders are planned based on MRP requirements, helping to ensure that critical production up-time is maintained and stock produced to fulfil sales requirements



## DLM finds the perfect fit with Embrace ERP!

Embrace enables Dupleix Liquid Meters (DLM) to:

- Sell thousands of varieties of product line items
- Manage and control stock in excess of R60 million
- Process in excess of 100 000 invoices per annum
- Manage multiple companies, branches and divisions

### The Company

With more than 55 years' experience, **DLM** offers expert advice, a comprehensive technologically advanced range of products, a substantial stock holding and an extensive branch infrastructure capable of providing skilled technical and sales service. Products are either partially locally manufactured or distributed by DLM in terms of licence agreements with overseas suppliers. They have in-house technicians to service their products and an engineering department that is capable of commissioning small turnkey projects. Workshops and test facilities cater for all major repairs, inspections and tests. Within DLM there are 3 different divisions, namely Valves, Flow and Instrumentation Divisions.



**METERMATIC**, a wholly owned subsidiary of DLM, is primarily involved in the development, design and manufacture of intrinsically safe electronic equipment and software utilized in the international petrochemical industry. Metermatic has gained Atex and IECEx accreditation for its manufacturing facility.

### The Challenge

Managing multiple companies, branches, divisions and warehouses using a legacy ERP solution and multiple spreadsheets was proving to be quite a challenge. DLM recognised the need for a fully integrated solution to provide complete control throughout the business, from Manufacturing through to Delivery; to provide traceability of the origin and chain of custody of all equipment and parts, from source to end user; and to gain a better understanding of the business cost drivers.

The system needed to be robust, scalable, cost-effective and easy to use. System flexibility and "a good fit" were essential, as DLM was not prepared to adapt their business or processes to any package.

Management needed a real-time view of the business based on a single version of the truth to effectively manage expected growth.

### The Solution

#### A single, end-to-end ERP solution

In selecting a supplier, it came down to the **product**, the **price**, the **people** and their business acumen. After evaluating a shortlist of potential suppliers, DLM selected the fully integrated Embrace end-to-end ERP solution. ACS-Embrace's ability to accommodate DLM's evolving business requirements, growth and provide local support were major considerations.

Embrace provides DLM with complete control over and a real-time view of all the different parts of the operation, based on a single database. **"A huge benefit to us is that Embrace is a single system and that there are no third parties to deal with. Middleware creates doubt and when there's a problem, you're not sure where or with whom the problem lies. With Embrace we have one platform, from manufacturing through to delivery. This allows the data to be consistent, reliable and the responsibility of one provider,"** explains Wayne Walton, Managing Director.



**Rugged, stable, fast - with 100% uptime!**

All the companies, divisions and branches are running on Embrace from a central server based at Head Office in Johannesburg. The software is utilised by 56 concurrent users who apply the full force of all the Embrace modules, including accounting, sales, inventory management, supply chain, service & workshops, maintenance contracts, CRM and manufacturing to deliver greater efficiencies to DLM. **"Embrace is rugged, stable and never breaks down, which is exactly what we need as we process a lot of information,"** states Carlos Morais, Financial Director. **"We implemented Embrace 11 years ago and since then uptime has been 100%! The speed is good; in fact, Embrace is really fast and works well for us."**

### The Benefits

#### A perfect fit

More importantly, **"Embrace is flexible and has been tailored to an exact fit for our business! With most ERP packages the business has to fit the system and that's one of Embrace's greatest differentiators – Embrace can fit the business!"** adds Walton. Offering value for money, Embrace has proven to be cost-effective to licence, implement and run.

#### Embrace ensures rapid access to centralised compliance information across the business

Being a local package, designed and written for South African businesses, Embrace meets all South African business, legislative and compliance requirements. This includes VAT and the protection of personal information compliance. Embrace incorporates a number of facilities aimed at securing the system from unauthorised access. Role-based security enables access to be controlled at a highly granular level, ensuring that users only view information relevant to their job function.

Embrace keeps comprehensive records of all the information required by SARS and this information is readily available and easily accessible for any SARS audit. Imports and customs audits are a frequent occurrence, but with efficient document storage and quick retrieval of information, these audits are effortless and trouble-free.

#### Depth of detail

**"One of the greatest strengths of Embrace is the visibility, the easy access to information and the depth of detail the system provides. We can see everything we need to at a glance, with the ability to drill down all the way through to the source transactional level, where additional information is required,"** explains Carlos Morais. **"We can pull any report we need and the information in those reports is accurate. We trust the information in Embrace!"**

#### Efficient Inventory Management

DLM imports parts from all around the world and with the broad array of parts and electronic equipment the company provides and supports, maintains a huge parts inventory. Stock visibility throughout the company is critical! Embrace provides instant access to stock item availability information including stock on hand, receipts, sales and transfers alongside costs and selling prices. Users are able to view stock by location, branch, category, sub-category, agency and industry. The real-time accuracy of stock level information is very important.

Carlos Morais explains, **“Embrace helps me identify trends as well as fast and slow moving stock items, enabling us to anticipate demand and identify buying patterns. Embrace is key to our ability to plan purchasing efficiently, accurately and economically.”**

Embrace stocktaking functionality is extremely comprehensive, enabling the company to report on their total stockholding and its value and combined with extensive variance reports has helped reduce wastage and shrinkage.

#### **Embrace Manufacturing works like a dream**

Metermatic manufactures electronics. Embrace enables them to manage their stock and production processes quickly and simply to ensure optimal performance. The system provides users with full traceability, helping to increase productivity and minimise waste. **“While Embrace has improved our business, it’s the MRP functionality that gets the most accolades at Metermatic”**, states Leon Maritz, General Manager.

Multi-level Bills of Material (BOM's), along with routings and cost centres are set up on Embrace. When a sales order is processed, Embrace checks against the BOM, determines the parts required, what is in stock, what needs to be ordered, as well as the minimum order quantity (MOQ) and based on all the information, recommends a purchase order.

**“With the vast number of components we have and use – we can’t wing it! We have to rely on the system and with everything set up correctly, Embrace Manufacturing works like a dream!”** adds Maritz.

The ability to track multiple orders in the factory, at various stages of completion, ensures a consistent manufacturing flow. Complete visibility into inventory on hand enables the company to easily determine whether a customer’s required delivery date could be met, thereby improving customer service and satisfaction.

#### **Facilitates compliance with local and international environmental and safety regulations**

**“We do deep serial and lot number tracking at all component levels,”** explains Maritz. **“Our equipment operates in hazardous environments so quality control is critical.”** Embrace quality management provides full traceability of all parts throughout the world. Equipment has to be manufactured to exact standards and when a product or component needs to be recalled, they need to know exactly where it is. **“Embrace keeps track of that for us, making it very easy to recall faulty components and that, for us, is vitally important!”**

#### **Efficient Service, Repair and Warranty Control**

Job cards for all repairs and maintenance are opened and tracked through every stage of the repair process on Embrace. Parts, warranty work, outwork and labour are recorded against each service job enabling DLM to accurately measure the profitability of each job. In addition, the system’s numerous query screens have helped the customer service team to experience a dramatic increase in efficiency, while also delivering a highly efficient service to their customers.

DLM invoicing is quite technical, especially their job and WIP (work in progress) invoicing. Embrace caters for these complex requirements, helping to ensure that customers are invoiced accurately and timeously.

**“The effective use of our ERP system is a key focus for us to meet our objectives for ongoing improvement and high efficiency,”** adds Morais.

#### **User friendly**

**“Embrace is extremely user-friendly. The system is logical, intuitive and very easy to work with. When new staff join, it is easy to teach and show them how to use Embrace and perform their job function quickly and efficiently,”** explains Sheryl Herring, Financial Manager. All menus and screens have the same look and feel throughout the system, so even though a user may not have been trained in a particular module or job function, they are able to help out in different departments, where and when necessary.

#### **Powerful Financials, General Ledger and Cashbook**

The Embrace General Ledger and integrated Cash Book are really powerful and have increased the speed and efficiency of bank reconciliations. All cash, both inbound and outbound, is recorded in one central location and provides the company with a clear, real-time picture of cash status. **“The ability to import large journals directly into the general ledger has made a huge impact and saved hours of time. What’s more, training us on how to do this took all of 5 minutes!”** adds Herring, who goes on to explain that more recently, the changing of VAT from 14% to 15% was easy – literally just the flick of a switch.

Embrace’s aged debtor functionality enables DLM to keep track of overdue accounts and send out statements to customers, which is key to efficient cash flow management.

The centralised credit management system can be viewed across the company, which helps prevent customers from exceeding their credit limit without authorisation.

#### **Producing month-end and financial reports is quick and easy**

Embrace has made the management reporting process simpler and faster. Reports used to be printed but now, with Embrace, they are imported and emailed to the relevant parties, which has helped save a lot of time and money.

Embrace meets all DLM’s reporting requirements and caters for the financial accounts and statements of the different companies, divisions and branches. These can be viewed and reported on separately or consolidated.

Month-end takes one and half days to run and management are able to have the reports ready for the shareholders within 4 days. Financial yearend is no different! The information is extracted into a CSV file format and imported into Excel for further analysis and reporting. **“When there are any queries or discrepancies, we go back to Embrace. We trust Embrace and that is always our reference!”** explains Morais, adding that **“because of the integrity and depth of data, Embrace has enabled us to make informed strategic business decisions!”**

#### **Embrace customer service is a key differentiator!**

Embrace is a good system and DLM have not had many issues and where there are issues they are very quickly addressed and resolved. **“We, as with any business, need good support from our service providers – they are critical to our success,”** explains Walton. **“ACS-Embrace is our one service provider who excels in this area!”** Status meetings are held every 3 months, where issues, proposed changes and ideas are discussed and thrashed out. All changes are completed and implemented timeously.

Walton concludes, **“Over the years we have developed a fantastic relationship with ACS-Embrace. The team consists solely of qualified Embrace consultants and we know that every time we speak to a team member we’re going to receive expert advice that we know we can trust 100 per cent. Embrace excellent customer service is a key differentiator!”**



## FAQ

**Q:** We are currently revising and updating our company website to include e-commerce, whereby customers can setup a shopping cart, and purchase and pay over the web. Can this integrate to Embrace, so that information such as inventory, orders, deliveries and payments are updated live?

**A:** Absolutely, with the current Web Services available and the new ADE (Automatic Data Exchange) integration layer in Embrace 14.1, Embrace is able to provide both the online presence content regarding products, including images, pricing and availability, as well as real-time information on order and customer account status.

**Q:** Will we be able to generate financial reports in Embrace, based on Web Transactions?

**A:** The integration of the web transactions into Embrace as a standard process means that all sales orders processed, invoicing actioned and payments made are reflected in the core Embrace ERP system as normal integrated transactions.

Regardless of their source - B2B, web or through the Embrace desktop - all of the transactions are available for reporting directly from within Embrace or via your chosen analytics tools.

## Client TALK - Celebrating Win-Win Partnerships!

We at ACS-Embrace believe that our close relationship with our clients enables them to remain competitive and embrace profitable growth. We are extremely proud of our client retention rate and take this opportunity to thank you for your loyal support.

### AAD embrace 30 years of continued growth and success!

**"We selected ACS as our business partner and implemented Embrace as our business solution. We believe that this partnership has contributed to the growth and success of our business!"**

John Lachenicht, Chief Executive Officer, AAD Group



From left to right: Back Row: Steve Wookey, John Lachenicht, Viv Wright, Troy Butler, Sherman Wilson  
From left to right: Front Row: John Haresnape and Riaan de Wet

### AgriNet embrace 20 years of growing sales without growing costs!



From left to right - Back row: Peet Bakker, Ian Foster, Esti Olivier, Henda van Deventer and Viv Wright  
From left to right - Front row: Marcel Kitay, Yollande Brits, Marlene Murfin and Jason Burdett

## Client TALK continued

T&C embrace 20 years of Fast Measurable & Consistent Growth!



From left to right: Mike Samson and Steve Wookey

## MAN Turbo embrace 15 years of remaining competitive in a global environment!



From left to right - Back row: Viv Wright, Marcel Kitay, Warren Nayager, Sydwell Mahlangu, Mervin Pillay and Ruth Hale

From left to right - Front row: Carol Strauss, Rochelle Williams, Desiree Munsamy, Ramona Munthry.

## Deutz Dieselpower embrace 15 years of increased operational efficiency!



From left to right - Back row: Mark Pieterse, Avinash Ramnarain, Ian Foster and Lydia Bruggeman

From left to right - Front row: Maurice Pringle

## FAQ

**Q:** What interface methods are used to consume and use the web services?

**A:** External systems use XML based transaction files that can be uploaded as file transfers or sent to SOAP (Simple Object Access Protocol) based web services provided in Embrace. These transactions can include sales orders, sales quotes, delivery confirmations, hire and rental agreements, purchase orders and requisitions, as well as manufacturing orders and inventory receipts.

Embrace can be configured with unique XML (Extensible Markup Language) layouts for each business partner's interface, allowing Embrace to receive multiple XML file formats into the same API (Application Programming Interface) layer to process standard Embrace transactions using ADE (Automatic Data Exchange).

Future developments include providing RESTful web services as an alternative, together with adopting a micro services approach, to allow updates to existing transactions and master data in Embrace.

**Q:** What is the difference between XML and HTML?

**A:** HTML was designed to display data with the focus on how data looks. XML was designed to be a software and hardware independent tool used to transport and store data, with

## Outsource TALK - Star of the Month!



Above: Anna-marie Opperman

Our agents are the heart and core of our customer-centric business. They are the stars! By creating and nurturing a positive workplace environment that promotes and rewards our agents, we're ensuring that our clients are being provided with the highest and most consistent levels of customer service.

### Last Word

*"Continuous improvement is better than delayed perfection."*

- Mark Twain

### embraceTALK

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Daniel Gloyne

## Team TALK - Outsource Division Star of the Month Award

We believe that outsourcing means becoming a part of our client's business. With us, you're more than a client. We care about and embrace your business! Our agents are highly motivated and have been empowered with the necessary know how to be efficient, productive and provide clients with the best possible experience. All issues or tickets are followed up promptly and resolved quickly!

The secret to successfully closing tickets is not only having good software – it's actually the people, the agent, tasked with closing the tickets that makes the difference!

"Star of the Month" award was recently implemented and is presented to the agent who has closed the most "tickets" during the month. The first recipient of this prestigious award was Anna-marie Opperman,

### Welcome

We take great pleasure in **welcoming** and introducing our newest team members and wish them a long, happy and successful career at ACS-Embrace:



**Ishmael Sibisi**, a Wits University graduate, joins our Technology Team as a Web Developer. Ishmael has a BSc in Computer Science and Mathematics and is a full stack software engineer with a focus on Mobile, Desktop and Web technologies. Ishmael is a resourceful problem solver with a passion for science, cyber security and technology. He never says no to a challenge and always dares the impossible. He loves creating and in his spare time enjoys playing video games, reading, sharing ideas and drinking coffee.

who continually strives to be the best she can be and embrace excellent customer service!



From Left to Right: Sphehile Vilakazi, Anna-marie Opperman, Rene Kruger, Debbie de Wit, Samantha Blignaut and Kathlean Eschner

**Leroy Dunn** joins our Embrace technology team as a developer and brings with him an Honours degree in Computer Science from Wits University. Not yet ready to rest on his laurels, Leroy is currently studying part time to obtain his Masters' degree. The two experiences he is especially looking forward to at ACS are the release of the Alpha version of the new Embrace Desktop, a project he is currently involved in, as well as our next team building event! In his free time, Leroy enjoys good food, travel and learning more about the workings of a business, including how one manages and leads a successful team!



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