



Pg 07 Digital Transformation - What, How & Why ?

The What, How and Why of Digital Transformation



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“Accurate forecasting has enabled us to reduce our working capital, while ensuring we have the right stock at the right time.”

Mark Knight, Financial Director, Belting Supply Services





Editor's Note

Welcome to our December 2020 edition of embraceTALK - which introduces a brand new and very different look - we hope you like it and look forward to your feedback.

What an unusual year 2020 has been! The world as we know it has been reset! These new trending words say it all: COVID-19, flatten the curve, self-isolating, social distancing, elbow bump, PPE, WFH and top of the list, digital transformation.

In this edition we drill down into the what, how and why of digital transformation, and explore the pivotal role ERP plays in this process.

We recognise our clients and take great pride in presenting a case study on how Belting Supply Services streamlines operations and enhances efficiencies with Embrace ERP.

We thank you for your valued support during a challenging year and wish you and yours a wonderful festive season and prosperous New Year.

Jeannette



2020 - The Big Reset

Business as not so usual is here to stay. As we continue to balance lives with livelihoods we have witnessed a whole new way of doing business.

January 2020 roared off to a great start. Budgets, strategies and plans were in place to ensure business improvement and growth over the year.

A global pandemic and nationwide lockdown were not factored into any business forecast. With data insights and the best plans in place, most of us were caught off-guard and

“The pandemic represents a rare but narrow window of opportunity to reflect, reimagine, and reset our world!”

Klaus Schwab, Founder and Executive Chairman, World Economic Forum

unprepared for what was to come. Almost overnight the focus shifted from strategy to business continuity planning.

No single industry was spared or insulated from the impact of the pandemic. Companies had to react very quickly to enable

Then suddenly, without any warning, business, the economy, life as we knew it, all ground to an abrupt halt.

their workforces to work remotely. While some already had fairly mature strategies in place, for many, it was a step into the unknown.

Within days, they were required to ramp up their capabilities to ensure business continuity and long-distance collaboration. IT teams scrambled to find ways to secure networks which are now faced with an attack surface that has mushroomed in size as fleets of remote devices are connecting to corporate systems.

Teams already equipped with the necessary mobile infrastructure such as laptops, personal smart phones, data or reliable home internet were able to continue working with limited disruption.

We saw the explosive growth of online meeting platforms, such as Zoom, now worth more than the world's seven largest airlines.

Video conferencing, online marketing, online purchasing, special deliveries, e-learning, video streaming and many other digital enabled processes have undergone virtual transformation, replacing traditional work practices.

Despite the easing of lockdown restrictions, most professionals, especially knowledge workers, are currently still working from home. But even post-pandemic, global research firm Gartner has predicted a permanent shift to remote work for almost 50% of us.

COVID-19 initiated the greatest behavioural change in our lifetime. A study, referenced in the popular magazine *Psychology Today*, determined that it takes an average of 66 days for a behaviour to become automatic, which, if true, is good news for business leaders who, for the past eight months, have been running their companies in ways they could never have imagined.

Many are claiming that what they've accomplished in 10 days used to take them 10 months. That sort of speed is what's unleashing a wave of innovation and digital transformation, unlike anything the world has ever seen.

The COVID-19 pandemic closed the door on "business as usual" and gave companies a launching pad to become virtual, digital-centric, and agile—and to do it all at warp speed.

Years ago Peter de Vries coined the phrase, "*Nostalgia isn't what it used to be.*" As the unrelenting COVID-19 pandemic continues to circle the globe, the future isn't what it used to be either.

The crisis gives us a quick glimpse into a future world, a world where digital is central to every interaction, where digital channels are the main customer engagement model and automated processes are the primary drivers of productivity, and the basis of flexible and stable supply chains.



B2B buyers and sellers were forced to go digital in a massive way. What started out as a crisis response has now become the next normal, with big implications for how buyers and sellers will do business in the future.

“Nostalgia isn’t what it used to be!” - Pieter de Vries

As the unrelenting pandemic continues to circle the globe, the future isn’t what it used to be either.

Senior leaders have shared that “revenues generated from video-related interactions have jumped by 69% since April 2020.” In fact, e-commerce and video conferencing, combined, now account for 43% of B2B revenues. This surpasses any other sales channel.

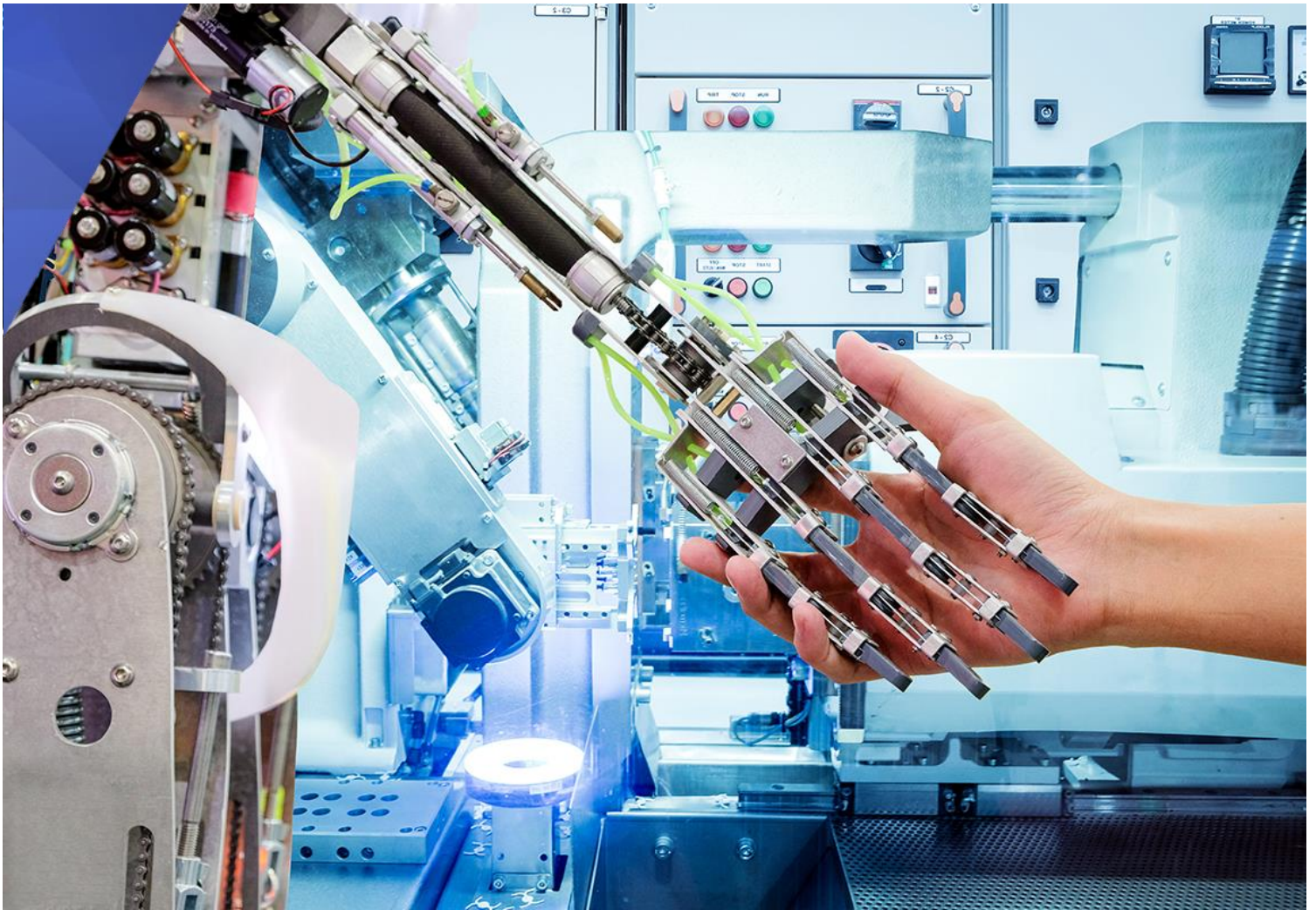
We’re a long way from the end of the crisis, but we have witnessed a whole new way of doing business.

Digitisation and the new ways of working will define who stays competitive and productive, and who will survive or thrive.

Almost every industry sector will need to invest in digital solutions to future-proof their survival and relevance. It’s no wonder that all the hype right now is about Digital Transformation.

“The pandemic represents a rare but narrow window of opportunity to reflect, reimagine, and reset our world!” - Klaus Schwab, Founder and Executive Chairman of The World Economic Forum.





▼ **Digital Transformation - What, How & Why ?**

The What, How and Why of Digital Transformation explained

What is digital transformation (DTX)?

The coronavirus pandemic drove the term “Digital Transformation” from the shadows to centre stage. It’s the latest buzz word and everybody is talking about it. The message that digital transformation is imperative for all businesses, from the small to the enterprise, comes through loud and clear from seemingly every keynote, panel discussion, article, or study related to how businesses can remain competitive and relevant in our new world.

What's not clear to many business leaders is what digital transformation means. It’s become so broad and widely used that it has become vague and means different things to different people.

Because digital transformation will look different for every company, it can be hard to pinpoint a definition that applies to all. Let’s drill down into the term.

The first word in the phrase is ‘**digital**’, which implies technology but it goes far beyond just one technology type. Often companies view the technology piece as being ERP, HCM or CRM software, POS or e-commerce. Digital could also refer to new and emerging technologies, such as AI/ML, IoT, Blockchain, Robotics, AR/VR, BI, Big Data and Analytics.

There’s an abundance of technologies available today to help companies not only automate their processes to be more efficient but really transform their business to generate more revenue, be more competitive, be closer to their

employees and customer and provide a better employee and customer experience - all the benefits your ERP solution has provided you with.

The second, but more important word in the phrase is **'transformation'** and despite the technology changes we've seen over the past few years, it all comes down to people and processes.

How do business leaders transform their people to enable them to help transform the business, the processes and operation to better serve their customers, company mission and values? That is the real challenge.



In a nutshell, **"Digital transformation marks a radical rethinking of how an organisation uses technology, people and processes to fundamentally change business performance."** - George Westerman, MIT principal research scientist and author of *Leading Digital: Turning Technology into Business Transformation*.

What drives digital transformation?

Conversations around digital transformation usually centre on driving efficiency, operational cost savings, rescuing employees from routine work and enabling innovation.

As the world of work, leisure and commerce continue to grow increasingly digital, organisations that can't connect the dots are at greater risk of losing business to competitors who can.

In the wake of the pandemic, an organisation's ability to adapt quickly to supply chain disruptions, time to market pressures, and rapidly changing customer expectations has become crucial.

Many believe that seamless customer experience will be the most important discriminating factor for how a business will perform.

How has the COVID-19 pandemic changed digital transformation?

There is not a single industry that has been spared or insulated from COVID-19 changes. The crisis has changed how we work and what we work with and has rapidly re-shaped both the "what" and the "how" of companies' digital transformation plans.

With a vast section of the workforce now remote, employee experience of digital technology has gone from "nice to have" to "the only way work gets done."



Digital Transformation efforts that were pushed to the top of the list include:

- ▶ Integrating e-commerce platforms
- ▶ Extending the reach of customer support using chatbots and other tools

- ▶ Workforce enablement

- ▶ Radical housecleaning of conflicting or redundant systems

The result is that digital technology initiatives will be the top strategic business priority for enterprise directors over the next two years,

followed by customer engagement and managing the remote workforce, according to Gartner.

Eighty-six percent of respondents to the 2021 Gartner Board of Directors survey, said technology has a transformational role in addressing strategic business priorities.

Rapid digital transformation, the research shows, is now a key priority.

“Digital transformation marks a radical rethinking of how an organisation uses technology, people and processes to fundamentally change business performance.”

George Westermann

- ▶ Leveraging automation tools for resilience
- ▶ Implementations of machine learning (ML) software to help manage how products travel through supply chains disrupted by shifts to e-commerce



ERP Plays a Pivotal Role in *Digital Transformation (DTX)*

10 ways Embrace ERP can accelerate your digital transformation and enable you to adapt to the new normal.

ERP has a major impact on digital transformation and is capable of bringing revolutionary changes to almost all processes of modern business. The good news is that with your Embrace ERP solution in place you are already well into your digital transformation journey.

According to the MIT Centre for Digital Business, “Companies that have embraced digital transformation are 26% more profitable than their average industry competitors and enjoy a 12% higher market valuation.”

We’re living in a new world, a new normal and operating in a “low touch economy.” Customer behaviour and working practices have fundamentally changed. Businesses are looking to their ERP solution to help them adapt to the new norms of doing business during a global

pandemic and beyond. The focus has been on simplifying and automating processes, saving time and enabling your business to emerge stronger than your competitors.

With this new landscape in mind, here are 10 ways your Embrace ERP solution can accelerate your digital transformation and help you to adapt to the new normal.

1) Capitalise on the new wave of online selling

In this increasingly connected world, ERP extends beyond the enterprise. They are interconnected in a giant business matrix that enables a world of global commerce. Embrace 15 supports multiple interfaces to integrate with other line-of-business, third-party products and on-line platforms to meet business demands.

One option is to integrate into Shopify, Magento, WooCommerce or B2B trade stores and then use an app like Stock2Shop to sync your online orders to Embrace and automatically update your inventory levels, ensuring you never sell what you can't deliver. Online orders are automatically added to Embrace, so there's no need for double-capture, and less chance of human error.

Embrace OpenAPI enables seamless integration with your own e-commerce site or other best of breed solutions.

2) Leverage new and emerging technology to extend Embrace capability

Embrace is a robust, flexible and well-integrated ERP system that allows you to add on emerging technologies like AI, RPA, and advanced analytics.

Doing so can open a world of new possibilities. Consider, for instance, that businesses are beginning to deploy AI-driven products that automate functions like accounts payable.

AI tools, when integrated with Embrace, can programmatically capture, process, and pay invoices, as well as extract business-critical information that can be analysed to better understand performance and profit.

Embrace has always had the ability to interact with external systems using a variety of technologies. For example, clients have been able to facilitate EDI transactions in a number of Embrace modules, such as EDI for electronic sales order processing.

With the newly developed Embrace OpenAPI suite using RESTful Web Services, Embrace 15 has opened up the Embrace environment, allowing third party industry specific vertical solutions to be deployed and integrated with ease.



The availability and adoption of the Embrace OpenAPI's extends the reach of an Embrace environment to last-mile solutions that will streamline and automate business processes and improve customer experience.

3) A path to the cloud

While on-premise deployment remains the popular option for many midsize businesses, cloud adoption is catching up.

This is because cloud-based ERP solutions are scalable, cost-effective, and offer embassy grade cybersecurity. The cloud also provides a modern platform for deployment of new technologies.

Embrace 15 can be implemented in the cloud or as a cloud-ready on-premise system that can be moved to the cloud later.

This enables our clients to transition to cloud at their own pace, based on their own business strategy, resources, and evolving customer needs.

4) Embrace enhanced scalability to leverage new technology and functionality

Scalability and flexibility are two of the top characteristics of Embrace ERP. Embrace can manage all the different business tasks irrespective of the size of your organisation. The system can scale up or down to accommodate growth, expansion and other changes.

Upgrades are easy and cost-effective and definitely a better and less disrupting option than replacing your existing solution. Embrace is continuously updated to leverage new and emerging technologies, deliver enhanced functionality and meet the needs of modern business.

Clients are able to readily integrate these features and technologies to improve performance. Being on the latest version of Embrace contributes to bringing automation and digitalisation in your business.





5) Mobility

Embrace 15 mobile provides the full Embrace desktop experience on your mobile device, giving users the ability to interact with Embrace as long as they have connectivity. With almost all the functionality in Embrace available on mobile, you really can work on the move. Going forward, the user experience of Embrace mobile applications will continue to be optimised to accommodate the limited retail space available on mobile devices.

Embrace 15 introduces a seamless connector with MobiWork® to deliver an even more comprehensive mobile Field Service offering. MobiWork® has been designed to meet specific mobility business needs, and brings offline capability for mobile as well as advanced remote workforce management.

Mobile ERP creates a consistent, always-on communications network and real-time access from anywhere naturally increases efficiency, enables employees to deliver an improved customer experience and reduces wasted time.

6) User Experience

In a world where we spend most of our workday interacting with technology, shouldn't we at least feel empowered, engaged, and encouraged while we are doing it?

When menu navigation, transaction processing, and report viewing is customised to suit local roles and requirements, users feel a sense of being at home in the system - a similar experience felt when logging in to our favourite social media and streaming services where everything is personalised to suit our tastes.

The user-centric Embrace 15 Desktop has been designed to meet these demands and help create the engaging working environments that resonate with your tech-savvy employees.

Location, platform and device agnostic, Embrace delivers easy anywhere, anytime access to all the information they need - translating to boosts in productivity, profitability, and user engagement.

7) Automate processes to reduce human interaction

Effective business process management is key to your success. These processes are now being revisited, redefined and adapted to our new normal and low touch economy. Companies are looking towards increasing levels of ERP automation to save time and effort, to enhance the efficiency of business and to achieve this as quickly as possible. They want to reduce human interaction wherever possible and get their ERP solution to “do the walking.” Up to 80% of business processes and workflows can be automated with the help of Embrace.

The incorporation of AI within your ERP solution can help shift employees away from performing repetitive and routine tasks, such as processing sales orders, to handling analytical and creative tasks that can't easily be handled by AI.



This will allow employees to not only build new skills and abilities that enhance personal development within the organisation but also be more engaged and contribute to fulfilling the organisation's goals and ensuring its success.

8) Using system data to deliver actionable and proactive insight

Don't underestimate the importance of data in the digital era - it's the lifeblood of your business.

Vast volumes of data are captured from all streams and branches of your business and recorded in Embrace, which provides a centralised real-time information platform and a single point of truth.

Businesses need to be able harness the power of these large volumes of data, turn it into information and make sense of that information, so as to provide real-time business insights, enable informed decision making and operational execution.

Embrace 15 provides extensive visualisations, via dashboards and enquiries, where business information and insights are enhanced through visualisations that bring data to life, highlighting exceptions and directing user focus.

“The road to recovery is paved with data, where data provides the fuel to power better and faster decisions”, stated a recent McKinsey article. Data-driven processes and digital transformation are two sides of the same coin.

You need data to drive digital processes and digital processes create more data. By becoming digital and unleashing the power of data, you gain significant benefits.

Users will be able to innovate and create new customer-centric processes across departments and functions faster; they will have the ability to build stronger and lasting relationships with customers as they demonstrate that they really



know and understand their customers; and finance teams will spend less time searching for and stitching together data and more time answering critical business questions and making strategic data-driven decisions.

9) Customer Experience

One of the most powerful strengths of Embrace is its ability to improve the customer experience. That's also a key driver – and an ideal outcome – of digital transformation.

Embrace can help you align internal processes and workflows to deliver on customer needs. Once all critical customer interactions have been identified, you will be able to leverage the data to tailor their experience.

Embrace integrates with systems such as CRM and e-commerce to unite customer data, as well as help enhance inventory management, pricing, and supply-chain operations. In fact, every function, front or back office, can leverage Embrace to drive customer value through faster on-time delivery or better customer satisfaction.

Leveraging the power of Embrace 15 will help you ***“get closer than ever to your customers. So close that you tell them what they need well before they realise it themselves.”*** – Steve Jobs

10) Embrace solutions beyond ERP and service beyond excellence

Digital Transformation is an on-going journey. It's developing the ability to act, react and pro-act as social changes and technological evolution continue to occur, accelerate and evolve.

Embrace places your team and your technology on the same side, with significant benefits. Most importantly, Embrace places your customer at the centre.

Fully integrated, end-to end and leveraging cutting-edge technologies and functionality, Embrace delivers a perfect fit for your business, supporting your needs today and tomorrow. And this all comes gift wrapped with unparalleled local expertise, service and support.

As you focus on your transformation initiatives for 2021 – **we are here to help you.**



▼ *Partner TALK*

ACS-Embrace has partnered with MobiWork® and X/procure® to further extend your Embrace ERP business solution.

Embrace provides a wide range of functionality throughout almost all business operational areas, with a high degree of integration that cuts across numerous business functions.

Embrace is a strong all-rounder, providing a comprehensive ERP backbone and flexible foundation on which organizations can integrate new and emerging cutting-edge technologies.

The Embrace OpenAPI suite opens up the Embrace environment, allowing third party industry specific vertical solutions to be deployed and integrated with ease.

MobiWork® Mobile Field Service

Leveraging the Embrace OpenAPI suite, Embrace 15 introduces a seamless connector with MobiWork® Mobile Field Service to extend the reach of the extensive Embrace Service and Workshop functionality out into the field.



The MobiWork® Field Service functionality includes the ability to open jobs, allocate jobs to Service Technicians, monitor Service Technician progress and track Service Technician locations.

technicians based on the specific jobs they have been allocated and will introduce workflows to manage the procurement and delivery of any additional spares to the technicians in the field.

Embrace mobile helps you “get closer than ever to your customers. So close that you tell them what they need well before they realise it themselves.” - Steve Jobs

On completion of jobs, invoicing can automatically be generated out in the field, reducing administrative delays and ensuring accurate invoicing, based on customer signoff, before the technician moves off site and on to the next allocated job for the day.

The application tracks inventory and spares issued as well as labour hours and additional charges out in the field.

With route planning and turn-by-turn Navigation, the MobiWork® platform provides a fully managed Service Technician environment to facilitate streamlined Field Service operations.

The MobiWork® Field Service suite provides the capability to work in an offline mode in remote locations or where connectivity is poor. Once the Technician is back online the data will be synced with the office.

Service managers can access the environment using the cloud portal that provides an overview of technician and job status and any alerts that have been raised.

The seamless integration with Embrace provides for inventory and spares to be assigned to



MobiWork® award winning mobile workforce software solutions are a perfect fit for any business with employees and contractors that are working in the field on a regular basis.

Turnkey solutions are crafted for a specific industry vertical or use cases, ready for immediate deployment, configurable and available all around the world in multiple languages for a broad range of company sizes from small and mid-size all the up to large enterprises.



Leveraging Embrace Web Services for EDI (Electronic Data Interchange) X/procure® connects and interacts seamlessly with Embrace ERP to automate and streamline the electronic ordering and document distribution process, saving your business time and money.

Earlier this year, an Embrace client, namely SMC Brands, started an EDI project where orders from

the various retailers they supply are pulled via X/procure®, a third-party service provider.

X/procure® acts as the “middle man”, converting orders received to a standard format. Using Embrace web services, these orders are then converted to suggested orders in Embrace where they are verified and automatically converted to actual orders. Orders with errors are flagged for review.

Once orders have been picked and invoiced, Embrace sends an e-invoice back to X/procure, which is then emailed to the customer in the correct format. Receiving accurate electronic invoices prior to delivery enables customers to prepare the GRN on their side, ensuring a fast and smooth receiving process, which in ensures prompt payment.

SMC Brands anticipate realising the following benefits - reduced human error and improved record accuracy; enhanced transaction security; increased business efficiency; and superior customer service.



Case Study



BELTING SUPPLY SERVICES **BEP Bestobell**
a member of the **Hudaco** group

Belting Supply Services streamlines Operations and Enhances Efficiencies with Embrace ERP .



Embrace ERP delivers quantifiable benefits to Belting Supply Services:

- ✓ **Manage** over 5,000 different line items
- ✓ **Process** over 120,000 invoices per annum
- ✓ **Deliver** superior service to over 4,000 active customers
- ✓ **Realise** a 30% improvement in productivity

The Company

Belting Supply Services is a member of the Hudaco group and was established in 1963, based in City Deep Johannesburg, with 9 branches countrywide. They offer their customers an effective service and supply of the widest range of top quality international brands of conveyor and transmission belting, industrial hose, instrumentation, sealing and valves for every type of industry.

Customers are provided with technical support and a comprehensive after hour service. The company's biggest product range is in the conveyor belting field, where it leads the market in the light-duty PVC belting range.

One of the many services offered is a 24/7 belt splicing service, as well as the fitting of mechanical fasteners, sidewalls and cleats on site. This service assists in keeping their large customers running with minimal downtime. Some of their customers include National Brands, The De Beers Group, Tiger Brands and Lafarge. Plant surveys, assistance with trouble shooting and custom solutions are all services provided.

The Challenge

With more than 10,000 orders filled per month, Belting Supply Services needed a fully integrated ERP solution that would provide full visibility into the entire business. Most importantly, all the modules needed to integrate to the general ledger, which was not available in their previous system.

Management need to produce and submit accurate reports to Head Office, on time, as per tight deadlines, and to achieve this needed access to reliable, real-time information throughout the business.

"The greatest challenge to us is managing our huge and diverse product range and to ensure that our customers get exactly what they need, exactly when they need it," explains Grant Webster, Product Manager, Belting Supply Services.

Another challenge was the need to streamline and automate all business processes, have the ability to create and receive all orders through the system and track and optimise inventory.

"The ERP system needs to process, track and report on sales, inventory, margins and turnover. Being able to take customer orders, confirm stock availability, manage bills of materials, custom jobs and deliver to our customers within tight timeframes is crucial to the success of our business," adds Webster.

The company provides custom-cut and joined conveyor belting to a wide range of industries. The ERP system would need to facilitate and control this. Depending on complexity, these jobs can take anywhere from 4 days to 4 weeks to complete.

The Solution

Belting Supply Services implemented the fully integrated, real-time, end-to-end Embrace ERP solution, with an 85 concurrent user licence and use the full suite of Financial modules as well as

The company's partnership with ACS-Embrace began in 2004 and the solution has continued to grow and evolve to meet their growing and changing needs. System uptime is close to 100% and the level of service and support received from ACS-Embrace has been fast and efficient, with the team always ready to assist wherever necessary.

New versions of the system have been implemented as soon as they become available and the company prides itself on being on the latest version of Embrace. There are always

many enhancements, new features and technologies that they benefit from.

“Accurate forecasting has enabled us to reduce our working capital, while ensuring we have the right stock at the right time.”

Mark Knight, Financial Director, Belting Supply Services

“We believe it's important to always upgrade to the latest version of Embrace. This allows us to leverage the latest technologies and innovations,

keep our business processes up-to-date and realise the many different business benefits,” explains Mark Knight, Financial Director, Belting Supply Services.

Sales, Distribution Requirements Planning, Inventory, Procurement, Shipping, Kitting, Service, Reporting and CRM.

The Embrace solution has helped provide business stability and acted as a catalyst for driving change in some key areas of the business through improved information flow, better practices, greater discipline and more effective control.

Superior Order Management and Customer Service

Belting Supply Services offers an array of conveyor belts with diverse specifications.





These are custom-cut and joined to meet different plant or customer requirements, and for this reason every order requires a unique bill of material (BOM).

Embrace Service Jobs and Work in Progress (WIP) have been adapted to meet their very specific needs.

“Another huge benefit is that users can access Embrace remotely and work from home, which was a lifesaver during lockdown.”

Mary Jones, IT Manager, Belting Supply Services

This was a major requirement as the company is committed to meeting tight delivery deadlines and delivering superior customer service.

When an order is received, Embrace creates a BOM based on the width and length of the finished product specified on the order, and then

allocates the belting, glue and labour to the job.

All costs are correctly allocated and rolled up into the finished product. Embrace provides real-time visibility into work in progress as well as finished goods.

Orders are placed on Embrace from all 9 branches, and while branches carry limited stock,

they are able to meet most standard off-the-shelf orders.

Custom conveyor belt orders are cut and joined at the Johannesburg Head Office and then delivered to the branches as an inter branch transfer (IBT).

All IBTs are managed in Embrace.

The system provides full visibility of what stock is at each branch, what's in transit and what has been received.

Forecasting and Procurement

Belting Supply Services purchases products both locally and from overseas, but more so from overseas. All suppliers, alternative suppliers, prices and their lead times are maintained in Embrace. The system also tracks and manages landed costs, ensuring an accurate cost per imported stock item.

Embrace provides full traceability and visibility into every item ordered and sold. Sales can be monitored by customer and by product. Based on what was sold and what they expect to sell, the company carries 6 months' worth of stock. Their stock turnover rate is high and they are rarely left with excess or obsolete stock.

“Accurate forecasting has enabled us to reduce our working capital, while ensuring we have the right stock at the right time,” adds Knight

Embrace archives and allows access to sales transactions and information from previous periods. Users can determine trends, look at historical demand and identify any anomalies. The system generates suggested orders based on this information as well as the minimum and maximum levels specified.

“We use Embrace Forecasting, DRP and Auto Procurement to ensure ordering is correct and that the stock arrives in good time. Stock optimisation and visibility have helped us to ensure that we can meet customer demands,” explains Knight.

The Benefits

Minimal System Management

“One of the biggest benefits is that Embrace takes care of itself. System Housekeeping is quick and easy. I can fix and resize files in no time and only need to do this once or twice a year,” explains Mary Jones, IT Manager, Belting Supply Services.

Jones also loves the automated day-end and month-end and explains how she can start it at a

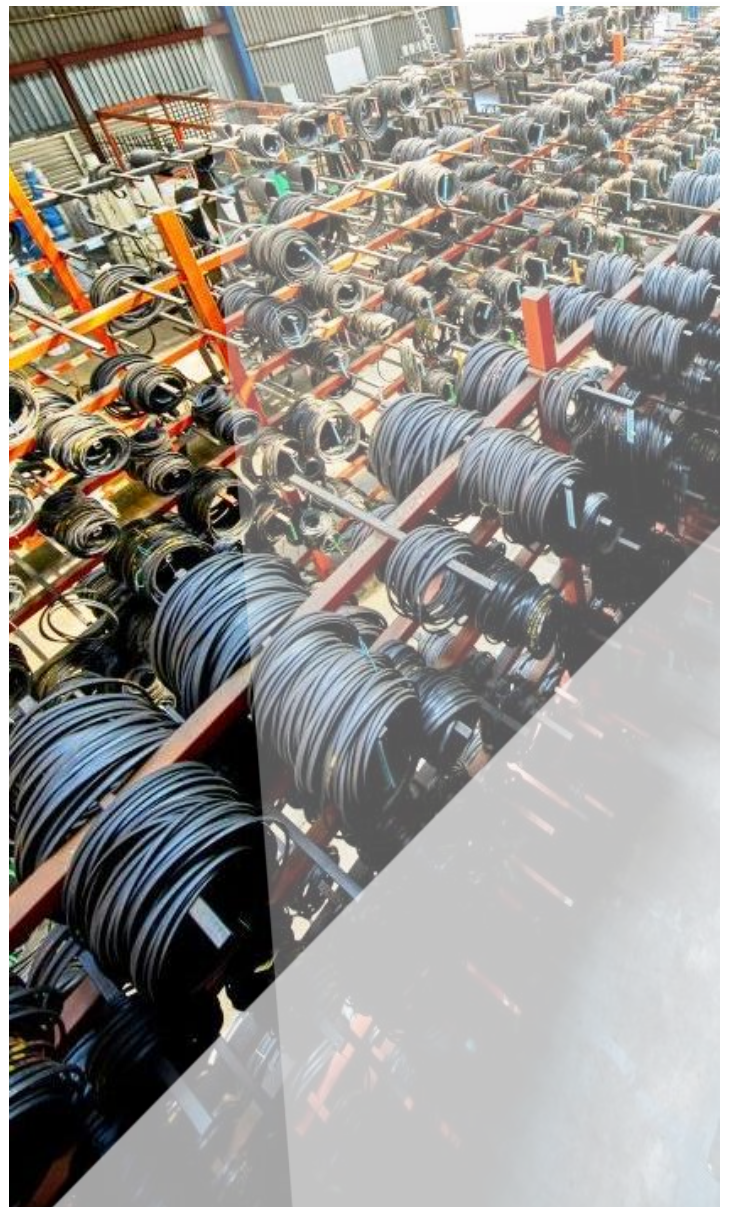
set time and then it just runs. All reports are output to CSV or printed to PDF and emailed, reducing stationery costs and saving hours of time.

System Backups have also been automated. They run to schedule and are automatically backed up to the cloud, ensuring complete peace of mind. No onsite intervention is needed and there is no risk of human errors.

Ease of Use

“Another huge benefit is that users can access Embrace remotely and work from home, which was a lifesaver during lockdown,” adds Jones.

Ease of use is another big benefit, adds Webster. Embrace is intuitive and has the same look and feel across all modules.



“Embrace enables us to strike the right balance between inventory, receivables and supplier credit. With full visibility into every aspect of our business, we can take corrective action immediately to ensure we meet our objectives.” states Knight.

“Operational efficiency has improved by 30% across sales, logistics, shipping and especially financials.”

Mark Knight, Financial Director, Belting Supply Services

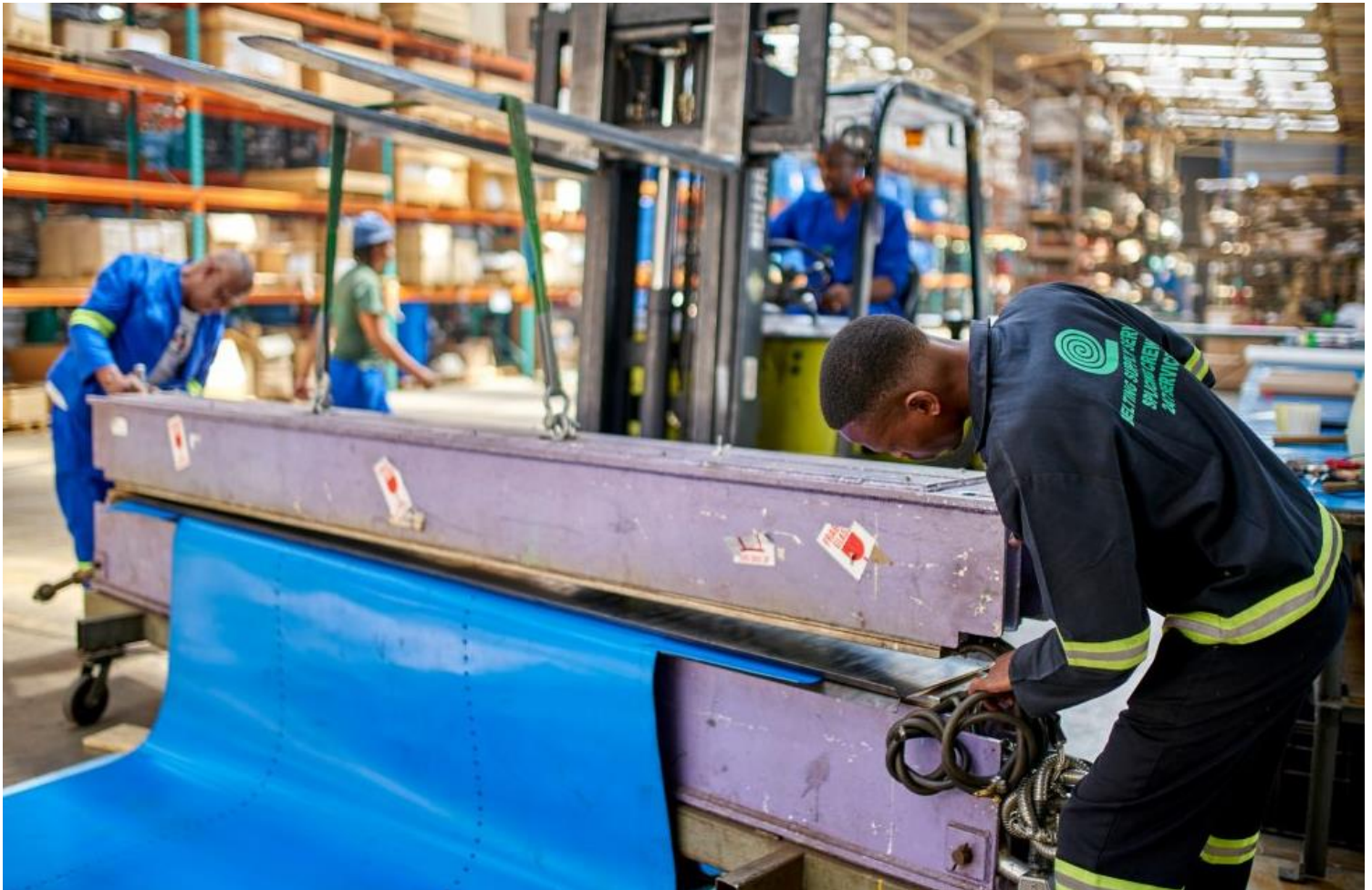
Return on Investment

“Embrace has delivered a significant return on investment, year on year. With technology changing all the time, Embrace has kept up which means we have kept up,” adds Knight, explaining how they have taken advantage of the new technology with each upgrade.

“Operational efficiency has improved by 30% across sales, logistics, shipping and especially financials,” continues Knight.

Overall, Embrace has helped the company to effectively manage procurement and inventory, improve production efficiency, tighten delivery schedules, meet service requirements and increase profits.

“By streamlining and automating our forecasting, procurement, production and service processes, Embrace has enabled us to maintain our competitive edge as well as deliver superior service to our customers,” concludes Knight.



Client TALK

Despite lockdown and business unusual challenges, many projects, upgrades and new business implementations took place, some of which are still in progress.

Welcome

It is with great pride and pleasure that we welcome **Powertrain Truck Spares, San Marco Tiles** and **A Square Forklift** to our Embrace family. We are excited to partner with you and look forward to a long and rewarding win-win relationship.

Congratulations to those clients who put the latest tech to test and successfully upgraded their Embrace solution.

The word “remote” has taken on a whole new meaning – working and collaborating with remote teams, on-line meetings, on-line training, remote access, and the list goes on.

According to many clients, “being able to work on Embrace from home was a lifesaver!”

Client Anniversaries

Congratulations to the following clients who have achieved the following anniversary milestones. We appreciate your partnership and are committed to your success for many years to come.

- 10 years - Bustque
- 15 years - Rhenus Logistics
(formerly World Net Logistics)
- 20 years - ESP Africa
- 20 years - BT-SA
- 30 years - Putco



2020 Social Responsibility

A local company making a world of difference!

As part of our Social Responsibility and Outreach Program, ACS-Embrace supplied and installed new floor tiles in the children's dining hall and sick room at The Ikhwezilokusa Home.

We were approached by The Home and asked to please assist them as the Health Department had stipulated that these two rooms be tiled by the end of October - when they would be audited.

Our heroes sprang into action and came up with a plan. We determined that the combined area of both rooms was 100 square metres. We established their preferred style and colour and set out to get quotes for hardwearing, dark tiles.

In the end we purchased the tiles, adhesive, grout, bond liquid, in fact everything we needed, from Union Tiles, all of which was promptly delivered to The Home within 2 days. A huge thank you to Union Tiles for all their assistance and superb service.

The whole project took 2 weeks from start to finish and we are proud to report that the Health Department inspection was passed with flying colours.

The children and caregivers at The Home are thrilled with the new tiles ***"Thank you ACS-Embrace. We know you are always there for us when we need you."*** - Lillian Dyarvane, Director, Ikhwezilokusa Home



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