



April 14, 2014

CSI Technologies Quarterly Newsletter

"Upgrading to SYSPRO 7"

Helps Manufacturers, Distributors Automate Functions with New SYSPRO 7 Release



SYSPRO 7 has been scheduled for "Go Live" so let's have a high-level look at some of the changes that make up SYSPRO 7.

1. Higher transaction volumes and larger keys. Customers will no longer be constrained by invoice numbers being too short, or journal entry numbers being too short, or a vast number of other fields which imposed restrictions on practical business use. SYSPRO 7 resolves the limitations of fields being too small.
2. SYSPRO Reporting Services (SRS) performance. SYSPRO 7 introduces new techniques to significantly improve reporting performance. To prove that the performance meets expectations a series of benchmarks was performed, and the results indicate that the performance is well within practical usage; as an example, one report (the Inventory Warehouse Exception report) used to take over 68 minutes to execute in SYSPRO 6.1, and now runs in 2min 30sec. This improvement can partly be attributed to the XML created by our business objects being converted to a temporary SQL database before being consumed by the Crystal report engine, and partly because customers can now publish reports server-side (thereby considerably lessening the load on the client machine).
3. A new mobile platform. SYSPRO Espresso allows customers to gain real-time (and offline) access to SYSPRO data on ANY mobile device, with a highly customizable user interface.
4. Revised custom forms fields. For SQL customers it is now easier than ever to gain access to custom form data in a 3rd party application and for reporting purposes.
5. User Experience. A host of new functional features and changes to the user experience, including more customization techniques and capabilities plus built-in business process flow graphs.

If you have any questions about upgrading to SYSPRO 7, please contact us at jtashman@csiti.com or 281-378-8066

SYSPRO is Steve Award Winner for Customer Service



We are pleased to announce that SYSPRO, is a Bronze American Business Award ("Stevie") Winner in the category: Customer Service Department of the Year - Computer Software - 100 Or More Employees. With over 1,500 nominations submitted, SYSPRO has emerged as a leader in world-class customer service. The award was delivered at a gala banquet on February 21, 2014 at the Bellagio in Las Vegas, in front of over 400 customer service and sales executives.

SYSPRO's excellent customer service and ease of use, has earned them an astonishing 98% customer retention rate (one of the highest in the software industry). Customer satisfaction is the responsibility of every staff member according to SYSPRO USA'S Company President, Joey Benadretti. He stresses that: "Our success is based on the success of our customers. SYSPRO has repeatedly set itself apart in the ERP landscape by putting the needs of our customers first. We focus on the continuous improvement of their businesses, helping them to migrate to higher levels via the innovative use of technology and people."

LOCAL NEWS:

Massive Texas Manufacturing Investments Projected

By: David Hendricks

March 6, 2014



SAN ANTONIO - Thanks largely to Texas' abundant supplies of shale natural gas, manufacturers are expected to make \$50 billion to \$75 billion in new investments in the state over the next five to 10 years, the Texas Association of Manufacturers president said in San Antonio on Thursday. "The shale gas revolution in Texas is incredible," Richard "Tony" Bennett told about 140 people attending a San Antonio Manufacturers Association luncheon.

The petroleum liquids that energy companies also are pumping out of the ground are adding to the state's manufacturing allure.

Bennett's prediction stems from recent discussions among the Texas Association of Manufacturers, the Texas Oil & Gas Association and the Texas Chemical Council. "That's the projection we're touting as realistic," Bennett said. "Enormous opportunities are coming. "And that's with new fields being discovered every day," Bennett added, citing the emerging Cline Shale formation near Abilene, in addition to the Eagle Ford Shale.

Shale gas - which is currently relatively cheap - "will be here for a long time," Bennett said. "With (drilling) technology changes, who knows how much longer it will happen?"

The combination of nearby fuel sources, existing pipelines and the Texas ports means companies can easily load ships with products for export.

Bennett listed plastics and chemical manufacturing as the main sectors for new plants. Plans to expand existing Texas plants bear out the possibility of Bennett's projection.

Last year, Chevron Phillips Chemical announced plans to build a \$5 billion ethane cracker in Baytown, as well as two polyethylene units in Old Ocean, in Brazoria County. Chevron's project reportedly was among \$15 billion worth of expansions already underway along the Texas coast.

New manufacturing investments on that scale will "require workforces, some of which are not ready yet," Bennett said. "That's why House Bill 5 (approved by the Legislature in 2013) was so important."

The new law revamped high-school curriculum and graduation requirements. It established a program allowing students to earn more dual credits and allowed for additional career and technology education.

The Texas Association of Manufacturers is working with community college districts to steer more students toward obtaining manufacturing skills, Bennett said.

San Antonio is widely recognized as a pioneer in workforce development efforts. The San Antonio Manufacturers Association has started a high-school-to-career program called the Advanced Technology & Manufacturing Academy. For adults, it launched a program in 2012 called Just in Time that trains adults in skills that lead to specific manufacturing certifications.

"The big thing for me is to keep Texas No. 1 in manufacturing," SAMA CEO and President Rey Chavez said after the luncheon. "San Antonio is contributing significantly to that, in schools and for adults."

Manufacturing in the state:

- 894,800 direct employment
- \$79,351 average annual salary
- \$211 billion in gross state product
- 94.6 percent of Texas exports are manufactured goods
- Source: Texas Association of Manufacturers

We Welcome Martha Holiday to the CSI Team!

CSI is pleased to welcome Martha Holiday to the the CSI team! Martha brings over ten years of business software experience, and two business degrees obtained from the University of Houston in Marketing and Operations Management. She has previous experience in the ERP world working for a local ERP software company, Edible Software, specializing in the food and

perishable goods industries and has experience in both software implementation and providing excellent customer service.

Martha has also managed the customer service department at the ERP firm she worked and was constantly recognized by her customers and superiors for her level of caring and dedication. On a personal note, she is Chicago-born, but has lived in South Texas for most of her life. Also, by being born into a Polish family she is fluent in both Polish and English. Please join us in welcoming her to our team.

CSI SERVICES

What We Offer

Our goal is to help make your business as efficient and profitable as possible. We will work to help optimize your business goals, while understanding that you must live within your capital budget. Upon completion, we will present to you a written assessment of your business and recommendations for improving inefficiencies and cost. **Contact us today.**



Jennifer Tashman

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Our work and our people are regularly covered in publications throughout the marketplace.

Reach out to us today!

STAY CONNECTED

