



– AKA Roger Landman –



SYSPRO 8 2023

The SYSPRO Quality Management System



Quality Management Module

Quality Management module added to the SYSPRO offering



**Product
testing**



**Customer
complaints**



**Product
Recall**

Specialist Support Model



Objective



The objective of the Specialist Sales Support Model is to define a framework that will allow the customer facing staff **access to specialist manufacturing and SYSPRO product specialisation resources** to assist and augment your efforts during customer interactions.

How to Access this Support



Send your service requests to Chris Altmann

These are routed to product management

Depending on capacity we will allocate a PM to you

Any questions, please email me.

Services Offered – Sales and Marketing



General Industry Know-how:

- Key industry issues that need to be understood before visiting the business.
- Key industry requirements.
- Unique business problems.
- How to walk through a factory. What are you looking for?



Consultation offered prior to visit:

- Typical questions to ask.
- Personas and how they operate.
- Guidance on how to solve issues – and within the software.



Sales Engagement support:

- Part of the Sales team
- Site discovery – in person or virtual
- Answer questions
- Identify the best solution
- Present – roadmap.
- Discuss problems.



Post Visit support:

- Access to an expert to discuss specific technical issues.
- Oddities identified during the visit – check yourself.

Support Summary for 2022



Support Area	Total Hours
Total hours spent on support – PMs	1558.5
Regional Check-ins	620
Briefings for Sales Opportunities	300
Compliance issues	207.75
Thought Leadership	112.5
Product Support	110.5
Direct Sales Support	60
Regional Conferences	44

Expertise Matrix



Product Manager	Industry knowledge	Domain
Roger Landman	Fabricated Metals, Industrial Machinery & Equipment, Electronics, Food and Beverage, Automotive Components, Packaging	Technology/R&D, Service (Field) Quality Control, Compliance QMS, DMS, PLM, HRM, Asset Management
Marilize Wessels		Accounting and Financials Regulatory Tax – submissions & e-invoicing, Sales Tax Determination
Matthew Gordon-Box	Fabricated Metals, Industrial Machinery & Equipment, Electronics, Food and Beverage	Procurement, Inbound and Outbound Logistics, Service (After-Sales Service) Privacy, Security B2B / EDI, Integration Platform, Web UI Shipping – Parcels, FTL & LTL, e-Commerce, iPaaS, WMS, DMS
Darren Edwards	Plastics and Rubber, Electronics	Marketing & Sales SFA / CRM / e-Commerce, Analytics (BI), Cloud, Automation & Orchestration
David van Rensburg	Food and Beverage, Automotive Parts and Accessories, Medical Equipment, Pharmaceutical	Operations, Point of Sale Implementation of ERP



TAKE IT TO THE

NEXT LEVEL



 **SYSPRO™**