



# SYSPRO

Accounting, Manufacturing and Distribution Software

## Corporate Fact Sheet

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### Overview

Syspro's IMPACT Encore™ enterprise software encompasses manufacturing, distribution, accounting and customer relationship solutions. IMPACT Encore is marketed worldwide through regional territory distribution centers in the United States, Canada, the United Kingdom, Asia Pacific, Australia and Africa. The company employs over 400 individuals.

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### Mission

Syspro's mission is to deliver a world-class product against which all others are measured. Syspro products are characterized by the highest levels of quality, functionality and ease of use for small through midrange size manufacturers and distributors as well as departments and divisions of larger companies.

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### Products

Syspro's IMPACT Encore software is a fully integrated, modular-based enterprise-wide system that provides total supply chain control and a 360° view of the customer. IMPACT Encore optimizes the abilities of manufacturers (repetitive, custom, quick-turn and mixed mode) and distributors. The software is designed to leverage the strengths of Microsoft® solutions and other technologies. IMPACT Encore version 5.1 supports Microsoft® SQL Server 7.0 and runs on Microsoft's Windows 2000, Windows XP, Windows NT, Windows 98, in addition to Novell®, LINUX and various flavors of UNIX. IMPACT Encore is renowned for outstanding price performance and balance. Syspro's software meets the comprehensive information technology needs of emerging manufacturers with a total solution that comprises: ERP, APS&E, CRM, Warehouse Management and E-Commerce. The software adheres to exacting standards, such as IAS and FASB 52 for financial transactions.

Syspro's product offering includes more than 40 application modules that cover all areas of accounting, sales, purchasing, inventory, ABC (Activity Based Costing), Web enablement, APS&E (Advanced Planning, Scheduling & Execution), RMA (Return Merchandise Authorization) Remote Site Interface, Engineering Change Control (ECC), CRM/SRM (Customer Relationship Management/Supply Relationship Management), EDI, Bar Coding, and Product Configurator. All modules are scalable and interactive in a client/server environment. This wide selection enables the tailoring of solutions specific to the needs of individual companies and numerous vertical industry segments.

Syspro's IMPACT Encore e.net is a new component architecture designed to give authorized individuals the ability to interact with IMPACT Encore data over the Web as well as from remote devices, including palm pilots and cell phones. IMPACT Encore e.net is a component-based framework that provides a standard way of directly accessing the business functionality within the IMPACT Encore solution while maintaining the software's built-in business rules and security. In addition to enabling such functions as remote purchase order entry and inventory status determination, IMPACT Encore e.net also facilitates the integration of best-of-breed applications with IMPACT Encore.

IMPACT Encore enables companies to improve the efficiency of their operations and ultimately their bottom lines. In addition to powerful capabilities, IMPACT Encore's leading edge technology produces ease of use, interoperability, connectivity and flexibility at a moderate price.

IMPACT Encore facilitates the use of external and internal output devices such as bar code readers, cash registers and shop floor data collection devices. IMPACT Encore offers integrated graphics and on-line multimedia technology. The software is continually enhanced with the latest industry developments and demands through major releases and the introduction of new modules.

More than 6,000 manufacturing and distribution sites worldwide are benefiting from IMPACT software. Syspro customers range from small-sized companies to divisions of large corporations. Some well-known IMPACT users around the globe include:

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### Syspro Quality is Reflected by Quality Customers

Atlantis Submarines  
Colgate Palmolive  
Ecolab  
Cornick Group  
Daewoo

DuPont  
Federal Mogul  
Geneva International  
Georgia Lighting  
Harry London Candies

Hitachi Corporation  
Johnson & Johnson  
Kawasaki  
Mount Gay Distilleries  
Nestlé

Panoz Automotive  
Praxair  
Precision Aerospace  
Royal Crown  
Tom Borrow Company  
Toyota Racing



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### Service and Support

Syspro's STARS (Structured Technique to Achieve a Rapid Solution) is a unique multi-volume library that speeds the structured implementation of Syspro's enterprise software. STARS is also a catalyst to enhance overall businesses efficiency. By assisting organizations in defining business processes and flows, solid and dotted lines of communication and reporting, management spans and other controls, STARS enables a business to quickly reap the benefits of IMPACT Encore and achieve renewed operational effectiveness. Additionally, STARS serves as a central repository of system related data and a foundation for training, future system upgrades and continuity in the event of personnel turnover.

Syspro's integrated professional services group provides world-class support. The group offers a variety of technical support services to assist users, resellers and consultants, including "hot line" telephone support as well as fax and email support.

Syspro's interactive On-Line Web Support System is an easy to use tool for resolving issues. Three methods are progressively available to resolve problems. The highest level prompts an email to the Syspro support staff. Resolved issues are automatically added to a searchable database of frequently asked questions (FAQs) for future use.

Training is available on-site, at customer locations through local authorized Syspro resellers and consultants and in a classroom setting at Syspro locations. Each participant is provided with comprehensive workshop materials.

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### Syspro Recent Milestones

- Recipient of START Magazine's First Annual Vision Award (2001)
- Rated Number 1 in 2002 Middle Market ERP and Number 2 in Entry Level ERP Software Survey conducted by Accounting Research, Inc.
- Named Finalist for Developer of the Year (2001) by Software Council of Southern California
- Ranked Among World's Top Software Companies by:
  - MSI Magazine
  - Managing Automation Magazine
  - Software Magazine
  - VAR Business Magazine
- Continually High Ratings in both Accounting and Manufacturing Software Reviews by CPA Software News for ten consecutive years.
- Named "Hottest Company" by START Magazine for Three Years
- Product certified by Accounting Library
- Included in both Top Ten Mid-Market Accounting and Beginning ERP Market list by K2 Enterprises

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### Syspro Group Sales

2001 – \$48.4 Million  
2000 – \$52.0 Million  
1999 – \$50.5 Million  
1998 – \$45.7 Million  
1997 – \$34.8 Million  
1996 – \$25.5 Million