



SYSPRO Harmony

INITIATE | CONNECT | COLLABORATE

In today's fast-paced and highly competitive business environment, it's never been more important for companies to have improved visibility into operations, the ability to do more with less, and most importantly, to be able to effectively communicate and collaborate across their entire organization.

To add to this, tech-savvy millennials are entering the work force in increasing numbers. Their familiarity with Twitter, Facebook, Instagram, and LinkedIn is driving the necessity for contemporary social media-type interaction in the workplace.

Harmony is a next-generation, user-friendly social media-type platform at the core of SYSPRO enterprise resource planning (ERP).

It helps promote a more collaborative way of working by harmonizing data with people – providing users a familiar, easy and effective way to connect, communicate, and conduct their daily business. By accessing, and relating real-time information, insights, and trends through Social ERP, users can act instantly and decisively – helping increase responsiveness, lead times and overall productivity.

The Benefits of Harmony

Facilitate enterprise-wide collaboration and seamless communication between colleagues, workstations, divisions, branches and territories with SYSPRO Harmony.



Increase User Engagement

Harmony answers the needs of the contemporary user by incorporating a familiar and personalized social media-type interface on which to do business. It provides an effective way of communicating and engaging with ERP – simplifying complex technologies and business processes and encouraging system usage across the entire organization.



Foster Collaboration

Streamline business processes and improve communication between colleagues, workstations, divisions, branches and territories by seamlessly connecting the workforce – promoting a new and more collaborative way of working.



Stay in Touch

Connect business information to people and people to each other. SYSPRO Harmony provides direct, 24/7 access to the people and the information that's relevant and critical to your role and tasks with the ability to communicate instantly with your network of associates.



Increase Responsiveness

Share and relate critical business insights, data and intelligence with your coworkers to solve problems faster. With a centralized, real-time view of operational, product and customer information, you are armed with the decision-making power you need to act and respond quickly.



Spot Significant Trends

Take proactive steps with an instant and ever expanding view into customer sentiments, relevant emerging data trends, and significant business movements.

Harmony Capabilities

As with social media, Harmony users can follow, post, and collaborate within the organization network using real-time information from the SYSPRO database.

- Follow and track key information
- Action and communicate relevant information to internal stakeholders
- Integrate SYSPRO data into the chat
- Archive and trend analysis in conversations and data
- Surface sentiments detected



Collaborate

Bringing the social media aspect into the core of ERP, Harmony allows posting and collaboration within the network of the organization using real-time information from the SYSPRO database that surfaces as you are composing your 'Beat' (Conversation Post within Harmony Portal).

When collaborating, users have full and secure access to the data in their SYSPRO databases. This enables them to query information directly in the chat, such as stock information, sales order statuses, customer information, etc. In addition, users can share pictures, reference conversations and reply and like messages that have been posted – thus elevating their importance or relevance.



Detect Sentiment

Data Sentiment enables a complete spectrum picture of customer opinion about your services or products for informed and strategic decision making. Visual cues (the equivalent of emoticons) help alert users by attaching sentiment to specific items.

Key notes attached to these items are detected to reveal the tone in terms of the state of a particular event, customer, or component etc. which tracks potential future issues before they arise regarding customer service, and happiness.



Spot Trends

Using intelligent machine learning algorithms, and predictive analytics, Harmony detects trends from the messages that are being posted, as well as transactions happening on the SYSPRO database and aggregates this data.

Harmony then presents the information in the form of a chart, eliminating the need for a manual search.

**SYSPRO Harmony. Social ERP
that's got everyone talking.**

#DOUBLETAP

Contact Us

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