



# A fresh perspective on business performance

## Driving process improvement

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**Almost every business is dissatisfied, in some way, with the productivity or efficiency of its processes. These could be the mission-critical 'macro' processes, such as customer fulfilment or production, the all-important back office processes, such as cash collection or purchase authorisation, or key 'micro' sub-processes, such as job prioritisation. Businesses strive for effective management of these processes, the ability to refine them to improve efficiencies and to continuously monitor and react to changing business practices.**

The good news is that today, Business Process Management (BPM) solutions are available to address these issues.

A recent survey conducted by Geac among 800 leading mid-market manufacturing and distribution companies, highlighted monitoring and enhancing performance of their key business processes as a major area of focus today. Over three quarters (76%) of those companies surveyed identified that performance measurement of critical business processes is a priority issue.

It's clear that enterprise resource planning (ERP) functionality on its own is not enough for many of today's manufacturing and distribution operations. There is a distinct need for better quality information on specific business processes in order to start improving business performance. Improvements need to happen at an operational, process and corporate level of the enterprise in order to drive out inefficiencies and instil a mentality of sustainable profitability - the only key to survival.

Making the commitment to process improvement does not require a major overhaul such as re-engineering your organisation or spending huge amounts of money on technology infrastructure.

Business Process Management is about effectively managing the existing realities of your business and is an area that Geac's System21 Aurora can help you address.

System21 is an extensive set of applications used by 1,600 businesses worldwide, to plan and run their financial management, sales, logistics, customer service and production operations.

System21 Aurora offers real-time business process management capabilities allowing you to draw a map of key processes that you want to monitor, set exactly how you want them to run, and what you want to happen when something goes wrong. Manual steps can be removed and exceptions can be dealt with proactively, improving the efficiency of the operations. People both within the organisation and trading partners can be notified to perform tasks or simply to make them aware of events and new information, such as delays in delivery, product design changes, new product lines, supplier details and many other situations where it is important that all players have visibility of the same information.

The importance of process management and transparency of information across the supply chain is confirmed by Nigel Montgomery, European Research Director at AMR Research, who says: "Faster response to increasing pressure from discerning customers, faultless aftermarket service and reduced costs to supply and serve, are constant requirements facing manufacturers and distributors. To respond to this challenge requires transparency of information throughout the entire fulfilment process, with the flexibility to react to exceptions or customer required changes. Such systems are no longer optional, they are mandatory."

**Turn over to read more on how existing System21 customers are already benefiting from Geac's business performance expertise.**

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“Geac’s System21 offers us better process management and organisational efficiencies, as well as integration capabilities to additional software products. More importantly, System21 allows the business units within our organisation to break down departmental barriers and think in terms of enterprise-wide business process re-engineering.”

**Jim Peary, Director of Corporate Systems,  
Mitsubishi Fuso Trucks of America**

“As we continue to undergo our transformation process from in-house solutions to an enterprise-wide ERP suite of products, we are confident that Geac’s System21 solution will help us work better as a team and improve our overall business processes.”

**Ray Lancy, Vice President of Finance,  
Bridgford Foods**

“Our Geac systems have certainly been a major facilitator in the integration of our businesses. But what’s more, the advanced workflow capabilities of the software will make a big impact on our internal efficiencies. Its key strength is the ability to apply your own workflow desires, not just implement pre-configured routines. Flexibility is key. After all, every business is different, as we well know.”

**Ann Johnstone, IS Manager, Centura Foods**

“System21 has been a solid base for our operations for eight years. We are now working with Geac to extend this functionality out across our extended enterprise and improve our business processes. I am confident that the developments planned over the next two years will help preserve our market position.”

**Ian Greaves, MIS Manager, Ronseal**

**To find out more on how your organisation can stay on top of the important processes with System21 Aurora, contact the Geac Response Team on +44 (0)1527 496444 or email [kate.scott@geac.com](mailto:kate.scott@geac.com)**

