



An Introductory Guide to Geac System21 Aurora

In today's tough economic climate organisations diligently evaluate and cost-justify areas of proposed expenditure, to ensure a tangible return is identified before any financial outlay or investment in resources is committed. This Introductory Guide examines the benefits driving demand for System21 Aurora and outlines how it meets the growing needs of hundreds of small and medium sized businesses operating in both national and international markets.



Geac

.....

www.geac.com

.....

April 2004

An Introductory Guide to Geac System21 Aurora

System21 Aurora at a glance	3
Taking your business forward with Geac	4
Why companies invest - our key differentiators	5
Driving process improvements	7
System21 Aurora Financials	8
Reporting, budgeting, planning and forecasting	8
Sarbanes-Oxley Act of 2002 (SOA)	8
International Financial Reporting Standards (IFRS)	8
System21 Aurora Customer Service & Logistics	9
Core logistics	9
Demand capture	9
Enterprise sourcing	9
Inbound logistics	9
Outbound logistics	9
System21 Aurora Manufacturing	10
System21 Aurora After Sales Service Management	11
System21 Aurora Industry Specific Solutions	12
The complete solution for the food industry	12
The complete solution for the apparel, textile and footwear industry	12
The complete solution for the automotive industry	13
Enhancing business performance	14
Delivering a rapid return on your investment	15

System21 Aurora at a glance

Geac System21 is a sophisticated ERP and collaborative supply chain solution that enables more than 1,600 businesses worldwide to manage and integrate their accounting, sales, customer service, logistics and manufacturing operations.

System21 has been designed from its inception to be particularly suitable for the growing needs of medium sized businesses operating in both national and international markets.

Launched in April 2003, System21 Aurora is the most significant new version of the entire product in many years. It augments and extends System21 in ways that will help companies to achieve the very highest levels of business performance and operational efficiencies in many areas.

“To stay competitive, companies such as Geac must deliver products that are specifically designed for the unique requirements of the mid-market. Aurora is Geac’s answer to this need. Those companies that may be considering a new ERP platform may wish to take a closer look at Aurora.”

**John Moore, Vice President,
ARC Enterprise Advisory Group**

System21 Aurora builds on robust operational applications in five critical domains: Financial Management, Order Management, After Sales Service, Logistics Management and Production Management to provide the ERP backbone to run your business.

The company’s executive and operations management team, its customers, suppliers and resellers may access this rich, integrated information environment via web portals, dashboards and reporting & analysis tools, whilst process management (workflow) capabilities throughout handle alerts and exceptions.

The mid-market is an extremely demanding market, and while our customers may vary greatly in terms of size and geography, our sector expertise in a broad range of industries is vital. Today System21 Aurora is at the heart of the operation of hundreds of leading organisations within the following industry sectors:

- food manufacture and distribution,
- garment, apparel and textile manufacturing and distribution,
- automotive component manufacture and distribution
- wholesale distribution,
- repetitive and process-based manufacturing,
- light assembly,
- FMCG/CPG,
- white goods,
- consumer electronics and industrial materials/measuring equipment,
- chemicals and pharmaceuticals.



Taking your business forward with Geac

Geac is a global enterprise software company for business performance management, providing customers worldwide with the core financial and operational solutions to improve their business performance in real-time. We power the back-office of thousands of today's leading organisations.

Our strategy is simple. We are delivering new products and extending the functionality of existing solutions through a combination of internal application development, acquisitions and partnerships with industry leading software and service providers. Our strong reputation and deep heritage in the enterprise application market, our financial strength and our clear vision, enable us to deliver advanced, functionality-rich solutions to our customers worldwide.

- With over 18,000 customers worldwide, Geac services almost 50% of the Fortune 100 and many of the FTSE 100.
- Geac employs 2,200 people worldwide with 500 staff involved in software development. Around 15% of Geac's revenue year-on-year is invested in R&D.
- Established in 1971, Geac offers its customers over thirty years of software implementation and industry experience.
- Geac's history over recent years has been consistent performance and profitability. This has enabled us to invest in new products and technologies and complete a number of successful acquisitions.

"The System21 Aurora product is really targeted at new business and as such has a competitive story. Many of the traditional ERP vendors have struggled to grasp the importance of business processes over functional groupings for products. Geac clearly demonstrates a change of attitude. It will endear itself to many new prospects that are eager to embrace Enterprise Performance Management (EPM) through strong end-to-end process control."

**Nigel Montgomery, European Research Director,
AMR Research**

Why companies invest - our key differentiators

Geac's System21 business was founded to serve the mid-market. Other vendors struggle to acquire the experience and understanding of medium-sized businesses which our people employ to deliver successful customer projects.

Geac's financial viability and performance

In the current economic climate, customers rightly demand that their business application providers must be financially strong and well managed. Geac's history over recent years has been consistent performance and profitability and we will continue to manage the business according to well-established financial metrics.

Proven pedigree solution

System21 is amongst the most widely used mid-market ERP application. Running on the leading IBM iSeries platform, over 1,600 businesses worldwide depend on System21 every day to run their business. System21 benefits from the functional heritage of being a well-established product combined with the latest available technological and e-commerce capabilities. The proven pedigree of System21 Aurora is recognised by our customers and has been acknowledged by a number of industry analysts.

"The benefits of implementing System21 have been substantial for our business. We consider Geac to be a true business partner."

Sean Togher, Projects Director, Dams International

Fully integrated process management and workflow capabilities

Many ERP systems offer workflow capabilities but normally through 'add-on' Third Party products. Integrated process management and workflow is at the heart of System21 Aurora. Many of Geac's customers have mapped out their key business processes using our Active Modeller tool and then easily enabled these processes to allow management by exception, reduced administration and greatly improved business efficiency.

Increased efficiency through Enterprise-wide sourcing

The Enterprise Orders application within System21 Aurora provides full execution support for the supply chain models made possible by the sourcing flexibility.

If a customer can potentially be satisfied elsewhere in the organisation, other than the original point of demand, the Enterprise application will automatically create and manage the necessary transactions to fulfil that demand across full multi-company, multi-legal structures.

Improved supply chain performance

Extending the supply chain to enable effective collaboration with both customers and suppliers is a priority for many businesses. This can be achieved with System21 Aurora and the use of automated data capture, mobile technology and the use of EDI and XML for electronic information interchange.

"Of particular interest to Chloride is the Enterprise Order functionality which will enable us to automate our supply chain operations, reduce administration and improve accuracy across our 11 sales and service operations throughout Europe."

Neil Warner, Group Finance Director, Chloride

Drive revenue and margin through the web portal

System21 Aurora Order Capture allows users to drive revenue and create margin. This is possible through the quality of information that is made available to your salesperson. Users can easily navigate around the wealth of information available within the web portal to quickly and effectively take the orders that drive your business.

Best of breed integration

System21 Aurora offers full business performance management capabilities through an integrated set of Geac products. This is extended by integration of best of breed partner products to support specific needs of businesses in a range of industry sectors including food, apparel, automotive and make-to-order sectors.

Working with the product author

Only Geac sell, implement, support and develop System21 Aurora. System21 customers take comfort from the fact that they are working direct with the product author. All Geac consultants are fully trained on System21 to ensure that only the highest quality services are provided.

Customer-focused product development strategy

System21 product development is based on extensive input from our customer base. We listen attentively to their needs and we have built a highly effective network to gather their input to our product development plans. Product enhancements are also often driven by the latest regulatory and technology imperatives.

Benefit from over thirty years of Geac implementation experience

With over thirty years of implementation experience, Geac are well positioned to help you complete a successful System21 implementation. Our experience has enabled us to refine our implementation options to ensure a quick return on investment.

Geac can host System21 Aurora for your business

Application management services, hosted either on client or Geac premises, is available for companies who want Geac to undertake responsibility for their day-to-day and strategic IT management workload.

“Geac offered us the perfect outsourcing option. We now have the IT hassle taken away with predictable monthly costs and, as we were already familiar with System21, there was little or no commercial disruption.”

Joe Kirk, Managing Director, Hansen Transmissions Ltd

Business partnership with global support

Geac takes great pride in strong business partnerships that are formed with System21 Aurora customers. Following the initial implementation of System21 Aurora, Geac works closely with customers to ensure that the system meets the ongoing needs of the business. We pride ourselves on our world-class support organisation and offer a choice of support options so that customers can select the package that is best matched to the requirements of their business.

Technologically advanced products

Many of Geac's products utilise leading IBM hardware and software technologies to give customers maximum business benefit. Being a First Tier IBM Premier Business Partner, Geac enjoys being at the forefront of IBM's technical architecture, bringing the latest and newest strategies to all areas of ERP product development and extending the value to our customers. These range from supplier and customer self-service applications through to the integration of supply chain partners by the exchange of XML documents.

“System21 Aurora's new web browser-based desktop, called Aurora Workspace, will be significant as it will provide all 450 of our users with a simple and instantly familiar working environment. It will help integrate our employees with essential processes.”

Igor Javor, IT Design Consultant, Agrokor

Driving process improvements

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.

It's clear that enterprise resource planning (ERP) functionality on its own is not enough for many of today's manufacturing and distribution operations, and this resounds across the world. 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 reengineering 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 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 operation.

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.

"With workflow and process management capability in System21 Aurora we can be alerted at a moment's notice to take evasive action and seek alternatives to ensure we fulfil our customer demands."

**Tim Downes, Finance and Operations Director,
Fabris Lane Limited**

System21 Aurora Financials

System21 Aurora provides the consistent global infrastructure that your business needs to enable you to make the major, as well as the countless minor, decisions that must be taken to compete in both local and international markets.

In addition to improving financial decision making, System21 Aurora Financials guides you through the maze of legal, accounting and taxation differences of the global marketplace, handling multiple charts of account by company; tax calculation and reporting; payment methods and consolidation. It also disentangles the many cultural differences encountered when trading across borders, supporting multiple currencies, languages, and international statutory reporting requirements.

System21 Aurora Financials allows you to standardise management information throughout the enterprise to make performance comparisons between different sites, offices, countries, product lines, brands, profit centres, and budget holders. The result being improved business management, planning and forecasting throughout the enterprise.

Any company striving for compliance with the International Financial Reporting Standards (IFRS) and the Sarbanes-Oxley Act of 2002 (SOA) can be assured of every support from Geac along the way. Our financial consultants are constantly monitoring the international accountancy arena to report back and advise both their customers for their future planning, and our product developers who make sure that System21 Aurora anticipates future demands.

“System21 includes an excellent financial package which provides a single standard for reporting. We find it easy to rollout to our operations and it provides a clear IT blueprint when the group acquires new companies.”

Darron Reider, Corporate Business Process and Organisation Manager, Danzas

Reporting, budgeting, planning and forecasting

System21 Aurora combines innovative technology with financial best practices to run budgeting, planning, forecasting, financial consolidation, reporting and analysis into a continuous process fuelled by real-time performance measurement. Choose System21 Aurora if you need a flexible financial solution that gives each user in your organisation access to accurate up-to-the-minute information in precise, easy to use formats, resulting in faster and more effective decision making on all issues.

Sarbanes-Oxley Act of 2002 (SOA)

This is the most sweeping legislation affecting corporate governance, disclosure, and financial accounting in over a generation, and is one of which Geac and our customers are only too aware. System21 Aurora supports companies as they revisit policies and controls and strive for visibility of information through Financial Reporting.

System21 Aurora is process oriented with a modelling and workflow application that allows organisations to map and document procedures and then implement these automatically. Once activated, the workflow application monitors key processes and creates exception alerts to automatically notify key people in the organisation when actions are required, and in doing so helps organisations to comply. Procedures will change, and the use of the active modelling tool will ensure that compliance is ongoing. With strong Financial Reporting, principal officers can have an unblocked view into the company financials and be sure that the information they are viewing is correct.

International Financial Reporting Standards (IFRS)

Geac also stresses the importance of adopting the standards issued by the International Accounting Standards Board (IASB), and has alerted those 7,000 corporations that are listed on a European Stock Exchange to establish their strategies. System21 Aurora provides the flexibility needed for segment accounting and potentially running different local and IFRS reporting books. Again, the strong financial reporting will enable comparative 2004/2005 reporting.

System21 Aurora Customer Service & Logistics

In the face of mounting competition and financial pressures, the opportunities to reduce costs and speed up product flow come not only from improving your processes, but also from integrating truly up-to-the-minute information about supply and demand.

System21 Aurora gives you an enterprise-wide view of every stage in the supply and demand process. Through the use of the powerful functions provided, flexible sourcing rules and timely communication of key performance measures, System21 Aurora helps to balance the often conflicting targets of maximising customer service and minimising cost. Catering for all types of order it includes: telesales, schedules, JIT configure/assemble/make-to-order, direct supplier deliveries, EDI & XML, customer returns and transshipments.

A truly global solution, order fulfilment covers national and fiscal boundaries, automatic VAT and Intrastat reporting as well as company-wide requirements. Throughout the business flows, Geac's process.connect provides a fully customisable workflow engine to track orders from inception through to payment, to give you full visibility and control of the end-to-end process and powerful exception handling.

Core logistics

System21 Aurora includes a single production solution for discrete, repetitive and process environments. This provides world-class solutions for production control, quality, resource planning and scheduling. These functions are complemented by a sophisticated multi-level, rules-based Warehouse Management system.

Demand capture

Customer Service is enhanced through the use of the Order Capture application, which provides the perfect interface for any customer service representative to not only process the order, but also to answer queries and up-sell/cross-sell where appropriate. Orders can also be taken through customer self-service using Geac's web.connect, which incorporates full catalogue functionality and customer account enquiries.

Enterprise sourcing

The Enterprise capabilities within System21 Aurora incorporate flexible sourcing rules in the order capture engine, enabling demand to be sourced from the stockroom, site or country, in the most optimal way taking account of the nature of the item and the customer service level. This maximises customer fulfilment inventory performance.

Legal and fiscal company and sourcing structures can be designed to optimise efficiencies and tax savings, with the assurance that all supply chain transactions are automated and accounted for without increased back-office resource. System21 Aurora recognises that having visibility of information related to an order, throughout the enterprise, regardless of company boundaries, is key to any organisation.

Inbound logistics

Inbound logistics covers purchase management, catering for discrete purchasing orders and schedules with interactive rules-based sourcing. In addition, advanced notification of supplier shipments supports an efficient and accurate receipt of goods, enabling green laning and cross docking. System21 Aurora provides an exceptional supplier database to assist you with informed buying, tighter quality control and simpler purchasing administration and it fully supports the exchange of orders and invoices with suppliers operating in multiple currencies.

Geac's vendor.connect provides support for Vendor Managed Inventory (VMI) facilities and sharing information with your suppliers.

Using Geac's buy.connect, an employee self-service application for purchasing consumable items and services, users can enjoy simple adherence to budgetary and procedural controls, with automated authorisations and reduced paper handling. Also access to supplier catalogues and company specific buying lists, ensures compliance with preferred suppliers enabling companies to maximise their purchasing power and use of supplier contracts.

Outbound logistics

Outbound logistics supports the building of consolidated multi-level consignments with the option to send advanced notifications to customers via Electronic Data Interchange (EDI). A market-leading Transport Management system supports the planning of internal fleets and Third Party carriers, capturing transport costs flexibly in the General Ledger. Supporting these core logistics applications is Geac's doc.connect that enables inbound and outbound messages to be handled in any format from flat file through e-mail and XML to standard EDI messages, thereby electronically extending the reach of the organisation to all suppliers, customers and Third Party logistics operations.

System21 Aurora Manufacturing

System21 Aurora's integrated manufacturing suite supports process, repetitive, discrete or any hybrid of the three production methods in a single mixed mode or concurrent manufacturing environment. It allows you to choose the most appropriate methods for different parts of your business. Process methods can be mixed with true schedule driven repetitive and discrete small batch methods as needed, giving the right solution for the right situation at all times.

The manufacturing suite supports every level of the production process, from strategic planning to detailed control. It provides accurate and flexible reporting, production and product definition, timely planning and scheduling, with precise execution and control.

Other facilities include comprehensive work in progress (WIP), finished goods and waste costing at operation level.

A graphical Demand Planning and Forecasting module extends the core planning and forecasting, providing flexibility to enable planners to manipulate forecasts and using self adjusting forecasting techniques to enable businesses to more accurately predict demand. To complete the production support, this module links to Distribution Requirements Planning (DRP) and Materials Requirements Planning (MRP) or Finite Scheduling modules, depending on the needs of the organisation.

"With System21's Enterprise Orders capability it does not matter where we choose to manufacture or ship our products. The system has a single view and complete control across out multiple operations."

**Kevin Sneller, Vice President of Finance and IT,
Brook Crompton**

The process management mapping and workflow tool (process.connect) enables organisations to overcome operational inefficiencies and increase their value through continuous process improvements. The technology is used to model, monitor and manage key processes and reduce time to event resolution.

For example, process.connect can directly address inefficiencies on the process of Engineering Change Management that can cost organisations dearly in scrap, rework, cancelled or delayed customer orders, and administrative overhead. Changes can be due to introducing new products or changing specifications, Bills of Material for existing products, and can be driven by suppliers, customers or quality alerts.

Engineering Change Management can ensure that any events that affect production are immediately actioned. It can speed up the introduction of new products, enabling organisations to deliver new products to the market place, faster.

Engineering Change Management uses System21 Aurora's process management. The process.connect application provides process mapping and automation, whilst the role-based employee workspace ensures that key players are notified of events and exceptions, and can action them immediately. Authorisation of engineering changes can be performed immediately, and event driven messages can also be introduced to notify suppliers and customers in advance of any impact on them, enabling closer collaboration.

By supporting best manufacturing practices and continuous improvement programs System21 Aurora allows businesses to reduce inventories and working capital, and to improve productivity and efficiency, resulting in real bottom line benefits. And by extending the manufacturing processes through collaborative applications you can further streamline the supply chain and reduce processing costs. For example, with vendor.connect you can enable Vendor Managed Inventory and reduce the time to delivery with improved accuracy.

System21 Aurora After Sales Service Management

Equipment Servicing

Customer Service extends far beyond order fulfilment to after sales. And accurate information is the key to proactive and profitable service management. Engineers' time and abilities can be maximised through precise, accessible information on their whereabouts, availability, skill levels and part stock - so that the right person arrives promptly, ready and able to do the job right the first time.

Just imagine the timesavings and lack of duplication with an integrated system if:

- Your sales force could access every customer record and examine details of, for example, contract renewal dates
- Your accounting department could simply invoice for work performed and parts used directly from data inputted by the field technician as each call is completed
- Your stock control/parts warehouse could receive automatic prompts on requirements for components as the field installs them
- Your customers could register faults real-time through a web-based self-service application

System21 Aurora's Service Management offers a comprehensive application that improves the quality, simplicity and efficiency of administering after sales services. Its power, flexibility and ease of use significantly aids administrative tasks and helps to control all aspects of the service operation and to provide customers with markedly higher standards of response.

Service Management provides a comprehensive database of installation and contracts and facilities for the reception and dispatch of both planned and emergency maintenance calls, together with invoicing and costing.

Flexible contract maintenance facilities allow for service and rental types. User-definable administration, field service inventory and cost controls provide full visibility of day-to-day operations.

Support is also provided for returning equipment to base for workshop repair or maintenance.

System21 Aurora has an interactive web-based enquiry and call-logging system with all data accessible via the web. Making use of the latest mobile hand-held technologies your service engineers can remotely connect with System21 Aurora and access all the data they need to complete all aspects of the call from initial logging to final completion.

"The wide range of Geac modules installed will enable us to fine-tune our efforts to provide the best possible service to our customers and help Romec become a leading force in the FM industry."

Stuart Keating, IT Manager, Romec

Customer signatures and sketches can be captured electronically on site using the latest touch screen devices, and intelligent software ensures that no data is lost during breaks in network transmission. Via the web, your customers can also view the progress of their calls and upon completion can view the bill they will receive, as well as having the ability to log their own service calls.

System21 Aurora provides the key to achieving more efficient responses to calls and more effective deployment of engineers, as well as reductions in paperwork, errors and costs. With its integration to Financials it provides faster and more accurate invoicing resulting in significant improvements in profitability.

System21 Aurora Industry Specific Solutions

When a customer buys Geac's System21 Aurora, they will always rank our presence in their type of industry as a factor that has a strong influence upon them. Aside from our core enterprise applications, System21 Aurora also delivers a variety of industry-specific solutions targeted to meet the unique needs of different markets.

The complete solution for the food industry

System21 Aurora delivers an integrated software solution to support a food company's information requirements with an on-going development program to ensure that new supporting functions, often driven by customer demands, deliver unique competitive advantage to your business.

"We needed a new partner and system that would be able to support our extraordinary growth. Geac and its System21 Aurora team clearly understood the unique business dynamics associated with the food industry."

Robin Heinzer, IT Director, Applegate Farms

System21 Aurora streamlines the entire process of food manufacture, logistics, customer service and reporting. It delivers the capability to identify and affect the essential balance of maximising customer service, optimising inventory investment and maximising operating efficiencies.

The system handles the peculiarities of short-life, perishable products while still allowing the reporting of timely information, critical in a short lead time environment, where margins are razor thin. From locating the right source, through composite (process, finite and repetitive) manufacturing to customer product customisation, System21 Aurora delivers.

System21 Aurora also delivers the flexibility and power to help in situations where you need information to complete a process or get an extra product listed. Features such as product attribute searches and substitutions; kit processing for menus and promotion lists and selectable service levels (separate lead times for administration, operation and transport) increase customer service to the highest levels.

All essential function is included, from manufacturing automatic batch potency processing and an integrated quality management module, through to leading edge function, like JIT technologies on the process line, optimised concurrent co-product planning and Advanced Business Costing.

The complete solution for the apparel, textile and footwear industry

System21 Aurora is a fully integrated distribution and manufacturing solution for the Style industry, which enables apparel and footwear companies to streamline customer service, production, distribution and financial procedures. System21 works the way you do. All interaction with products on the system, from forecast to delivery, is via a (up to) 4 dimensional matrix allowing you to view products by product attributes such as style/colour/size and fit.

Forecasts are generated at SKU, style/colour, style and product family levels for output into the planning application of DRP or MPS. They can be entered at product family, style or colour with automatic generation to SKU level. Multiple factories are catered for, using rules to determine which plants to load, based upon critical resource. Interactive 'what if' planning mirrors changes in resources or demand and Material Requirements Planning (MRP) is performed to automatically create purchase requisitions.

The production system allows Bills of Materials to be created at style level with drill down to details at SKU level if required. This information is used to create style and SKU costing information, in the process reducing the need for data maintenance on large numbers of SKUs.

"The Geac system will allow us to compete globally and make Ghim Li into a leading garment contract manufacturer. We want to leverage our business through technology and this project will raise the IT skills within the organisation."

Estina Ang, Chief Executive Officer, Ghim Li

Production Orders created for styles are split down to SKU, via planning functions, with bundle tickets tracking and reporting progress through production by bundle. Comprehensive sub-contract control allows full tracking and control of internal and external operations.

The complete solution for the automotive industry

Today, OEMs expect suppliers to provide tooling and engineering expertise. This means that quoting and estimating, prototyping and tooling, product launch analysis and production execution become critical processes in complete platform and program management. System21 Automotive is an agile information system, which addresses these issues and more.

System21 Aurora provides production management, competitive purchasing, flexible scheduling, projecting labour and plant requirements. This allows project management and concurrent engineering techniques to become both strategic and tactical tools.

“XML-based messaging has huge advantages over customer programs or fixed files, as it is far more robust and flexible to manipulate efficiently, rather than having to reprogram applications at each end of the interface.”

Mike Billington, IS Director, Tradeteam

Advanced Customer Scheduling allows schedule management to proceed without intervention, with exception alerts highlighting any problems. In addition, System21 Automotive cellular/repetitive capability provides flexible control of the manufacturing process to achieve cost-effective responses and high standards of customer service. OEMs also require suppliers to receive and send messages in differing ways.

System21 Aurora allows manufacturers to accept customer messages for schedules and JIT deliveries through a variety of methods including EDI and Internet interfaces.

Enhancing business performance

Geac Performance Management helps organisations to more effectively monitor, measure and manage business performance. With this application the resource-constrained IT department moves away from the traditional role of data gatekeeper by providing business users with self-service access to critical business information. The single, modular application encompasses:

- strategy management
- planning
- budgeting
- financial consolidation
- forecasting
- management reporting and analysis

With Geac Performance Management, organisations link strategies to budgets to direct and control operational activity. They link goals to tactics and measures to establish accountability. People are linked to information that is required to make effective, timely decisions that support the enterprise's strategic direction and meet today's increasingly rigid corporate governance standards.

Specifically built around your key ERP data, System21 Performance Analyser gives end users access to financial and nonfinancial data and provides capabilities to enable better decision making and improve operational performance and agility. System21 Performance Analyser enables organisations and individuals to set key performance measurements and then monitor and react to their progress.

Typical measures include those to support the tracking of customer and prospect profitability, production efficiencies, and analysis of supplier and customer service levels.

Geac gives IT unparalleled power to drive management initiatives without draining limited technology budgets and resources.

Delivering a rapid return on your investment

A successful and speedy implementation will ensure that you gain a rapid return on your investment with Geac. With over 30 years of implementation experience, Geac has developed a proven implementation methodology for System21 called Advantage, to ensure all customer projects meet their success criteria.

The use of the Advantage methodology minimises risks and accelerates return on investment. It focuses activity both pre and post-contract on the attainment of defined and agreed objectives that benchmark success. This ensures that the application of the Geac solution is firmly directed at the business processes that will enable business performance improvements to take place.

Supporting the process of change is a comprehensive framework that represents the best practice distilled from many implementations worldwide. At its core is a web-enabled projects database that facilitates project information to be captured, maintained and shared. This simplifies the information flow and assists in mutual understanding, direction and continuity between all parties involved. It provides a focus on the solution and provides an infrastructure for delivering relevant business benefits in the shortest possible time.

"We chose Geac System21 to support our aggressive growth plans particularly due to its good food industry functionality, and also Geac's ability to implement new IT effectively and fast."

Miroslav Pesta, IT Manager, Agropol Group

The methodology benefits from a clear hierarchy, with a fixed number of levels across all activities. This is the three-tier structure of Phases, Activities and Tasks.

- A 'Phase' is an external statement of the position of the project. It will enable Geac to move your project on and allow you to confirm project progress. It is initiated and completed with a major checkpoint and will be accompanied by formalised acceptance of completed activities
- An 'Activity' is a major step in the process and is made up of one or more tasks, e.g. planning education
- The 'Task' is a project event necessary to deliver the service, e.g. preparing educational material

The 'Roadmap' and high-level project plan show in schematic form the Activities that may take place during the major phases of the implementation processes including pre-contract, foundation, education, solution delivery, implementation and project conclusion.

For further information on Geac, and to locate your nearest support centre, please contact one of our offices or visit: www.geac.com

System21 Aurora Product Development Centre

Needles House,
Birmingham Road,
Studley, Warwickshire
B80 7AS UK
Tel: 44.(0)1527.496444
Fax: 44.(0)1527.496325

North American Headquarters

120 Turnpike Road,
Southborough,
MA 01774-2104
United States
Tel: 1.508.871.5000
Fax: 1.508.871.5887

Europe, Middle East & Africa Headquarters

72 Rue du Colonel
De Rochebrune,
92380 Garches,
Paris, France
Tel: 33.1.47.95.90.00
Fax: 33.1.47.95.19.00

Asia-Pacific Headquarters

Level 10,
423 Pennant Hills Road,
Pennant Hills, NSW 2120
Australia
Tel: 61.(0)2.9875.9100
Fax: 61.(0)2.9875.9190

All Geac products and services referred to herein are the registered trademarks or trademarks of Geac or its subsidiaries.

Copyright © 2004 Geac. 39760505/v1