



NEWSLETTER

DATASCOPE SIGNS UP NEW DSP PARTNER

We are pleased to announce the selection of our second implementation partner in North America. BT Partners based in Chicago have been a loyal SYSPRO VAR for the past 29 years. They are one of the largest SYSPRO VARs in the United States with some 180 clients.



Todd and Bert made the trip out to South African for the week of the 18th January. DATASCOPE's management worked through the standard DSP registration process with them and took them to a number of existing DATASCOPE WMS sites. BT Partners have a number of years' experience in implementing various WMS solutions for their clients but all previous solutions have not been ideal. As is the case in South Africa, most providers of WMS solutions in the USA do not have mature products for the SYSPRO community.

On their return to Chicago, Todd and Bert engaged with 3 of their key clients and all have shown an interest in implementing DATASCOPE WMS. Amy will be visiting



L-R: Bert, Todd, Ben, Anton – Grand Central, Johannesburg

Chicago for a week toward the end of February to complete detailed site walkthroughs as well as to start the formal training process with BT Partners.

We welcome BT Partners to the fold and look forward to a long and successful relationship.

EXISTING PROJECTS AND NEW LOGOS

Implementation effort is progressing on all four of the existing projects mentioned in our previous newsletter. **Electro-mechanica's** new DC off Greyston drive in Wynberg is due to go live end March. From there we will move to the first of three main branches.

TecsaReco continues to prepare for a go live scheduled for the end of February. **APL Cartons** in Worcester are now live on the PO receiving and put away processes and plan to go live in the factory in the third week of March. **MetraClark** are currently labeling their



Freedom Stationery Warehouse - Midrand



NEW LOGO'S

... continues EXISTING PROJECTS AND NEW LOGOS

distribution center and we plan to finalize the project specification documentation in the week.

New Logos:

Freedom Stationery, a very large manufacturer and distributor of books, exam pads and stationary supplies, has selected to implement DATASCOPE WMS starting in March 2016. Phase one will cover the Mount Edgecombe 18 000 square meter DC and the Midrand 10 000 square meter DC. Phase two would come later and will involve the implementation within the two factories in Durban.

Taurus Packaging, a supplier to all segments of the paper packaging industry, has selected DATASCOPE WMS. The implementation will take place at their Isithebe factory around June this year.

Taurus is a leading manufacturer of paper packaging in South Africa due to their constant reinvestment in new technology and optimisation through automation.

Taurus manufactures packaging for many well-known brands such as Charka, Bobtail, Afrisam, RCL Sugar, etc.



Taurus Packaging

CUSTOMER DAY IN JOHANNESBURG

Our customer day held on the 21st of January was well attended, short and sweet. Quite a number of the DATASCOPE team presented various subjects over an hour and a half period. Anton opened the session explaining some of the achievements from

2015. Ben presented the four current projects and the key reasons for them selecting DATASCOPE. Javan presented a number of improvements in the support department and the resulting improvements in various KPI's. Julia explained the current software testing cycle and some new improvements there. Peter showed a number of online platforms that we are building to create an improved customer user group forum and on-line training and documentation platform. Lastly Steven demonstrated the new custom scripting fields that we are rolling out through DATASCOPE WMS. This exciting enhancement will allow our customers to tailor their WMS to perform user defined functions – much like the scripting functions in SYSPRO.

We thank all who attended and look forward to the next customer day toward year end. The session was recorded. Existing clients can contact Adrian at DATASCOPE for a copy (adrianb@datascope.co.za).

Merle Malcommess (MD SYSPRO Africa) and Todd Perlman (President of BT Partners) attended the Customer Day and gave pertinent input during the session.



DATASCOPE Customer day - Midrand

VB SCRIPTING IN THE PRODUCT

DATASCOPE WMS has grown a great deal over the past couple of years. The primary driver around this growth has been the enhancement portal and changes that our customers have requested. This growth has been key to getting some of the fundamental modules into the system from real world experience. One of the key factors to ensure a software system is scalable, able to grow and evolve with the company using it is to provide the ability to customize functionality. The key is to allow this customization to be done without having to request enhancements. For this reason, DATASCOPE WMS has



introduced Microsoft VB Scripting support within the DATASCOPE WMS screens. This allows our customers to introduce logic and customization without having to request system enhancements. These scripts are easy to create and edit from within the application screens provided

the operator has the required permissions. Once saved, the scripts are immediately activated and the software behaves differently. This is the first of many steps DATASCOPE will be making to take the DATASCOPE WMS product to the next level of customization..... watch this space!!!

SUPPORT UPDATE

2015 has been a very interesting and challenging year for us all. The DATASCOPE Support Team has undergone a number of strategic changes, which we believe are all for the better. Javan moved across from managing new WMS projects to relieve Amy in heading up the support team early in the year. This was to allow Amy the freedom she needed to implement our first new international WMS site – Danesco.

A few interesting statistics for 2015 in support:

- Total number of WMS customers: 32
- Total number of WMS users locally & internationally: 1,300
- Total number of support calls logged last year: 1,125

Of these 1,125, the largest portion of these were categorized as “Customer Requests”. These are requests such as on-site training, site tasks, DRS KPI reports, etc.

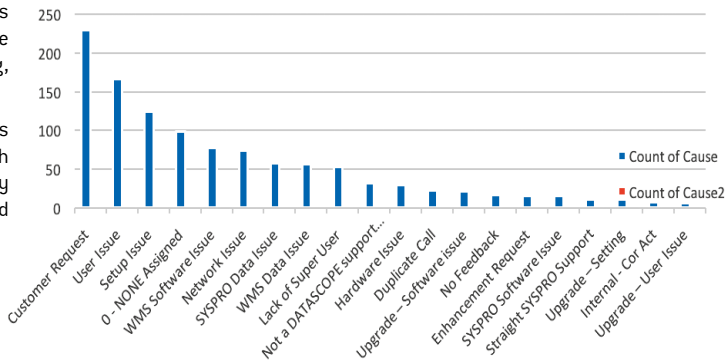
We now have a total of six resources in the Midrand support office, with another resource joining us in early March. The total combined WMS and SYSPRO experience in this office alone is over 30 years!

Our SYSPRO experience spans from the early versions of SYSPRO 6.0, issue 009 through

to SYSPRO 7, Update 1, port 010.

We have implemented a number of internal system changes on our Customer Portal to assist our team and our customers. Customers can now pull their own billable hours report prior to billing. WMS upgrades, stock take standby and enhancements can now be logged electronically.

We are strict with regard to Root Cause Analysis. For instance, after every WMS upgrade, we hold an Upgrade Review Meeting, in which we discuss and analyze the issues experienced in the upgrade to put permanent fixes in place. All support calls resulting from a software defect are similarly analyzed and preventative plans are put in place to prevent recurrence.



CUSTOMER LETTER



11th November 2015

To Whom It May Concern

Re: Letter of Reference

I confirm that I have known and made use of DATASCOPE Support team for the last 4 years.

Once you have lodged you call on the portal, the support staff will keep you informed of the process of you lodged call.

The support staff is friendly and are willing to go the extra mile to have any issues resolved in a timelessly fashion.

One of the advantages in dealing with the support team is that they are all efficient in different areas. They are able and willing to ask there collogues for assistance so that any issues can be resolved quickly.

When the Support team is on your side they are friendly and really listen to your concerns. The support team also interacts with all staff members using the WMS system.

I would recommend DATASCOPE for any new Warehouse Management System that any company would like to implement.

Should you require any reference you are more than welcome to contact me.

Regards,

Bernita Coetzee
IT/Systems Administrator

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STAFF ANNOUNCEMENT

We are pleased to welcome Ruan Strydom as our new Junior Software Developer to our Port Elizabeth office. Ruan completed his BSc Information Systems and BSc Honors Computer Science. Ruan was the lead software developer at his previous employer. Ruan is a fast learner and we look forward to him growing in the company.

