



# ERP2020

A Platform  
for Business  
Sustainability.

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# ERP2020 IS BUSINESS SUSTAINABILITY

*Harnessing the power of ERP, process, integration, information, analytics, machine learning, artificial intelligence, supply chains, partnerships and resources for continued, predictable and monetizable business sustainability.*

## ERP2020 DEFINED.

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Our experience and research has provided a window into many of the dramatic changes that have occurred within business over the past 10 years. Changes in how businesses “do business” across their entire enterprise, ecosystem and with their customers around the world.

It’s safe to say that the business of the past is no longer the business of today, or of the future. As a result, ERP of the past is no longer the solution of today, or of the future. Businesses, markets, competitive pressures, customers, suppliers, employees and partners demand more than ever before, putting stresses and strains on processes, information, integrations and business platforms to perform and deliver more than ever before.

In a rush to keep up, businesses have adopted technology at an unprecedented rate—looking very different than 10 years ago. Businesses have adopted and adapted enterprise applications, edge solutions, cloud platforms, new user interface and device options, standardized business processes and practices, often with increased frequency

Combined, external pressures and internal responses have led to the adoption and integration of platforms, technology, applications, information and resources that, despite good intentions, have resulted in increased complexity, lower performance, more inflexibility and scalability and increased cost to the business.

ERP2020 changes all this. ERP2020 is about returning control of technology, process, platform and resource to business by gaining new perspective, integration, process unity, information value, speed, flexibility and business performance (sustainability) through the exploitation and optimization of your existing business. It’s about realizing the promise of all of the investments that you’ve made. It’s about making sense of and gaining the greatest benefit from the business, technology, platform and strategy investments you’ve already made.

ERP2020 is the vision (“2020” vision clarity) and the initiative that leading businesses are embarking on in 2020. ERP2020 is about creating real business sustainability: sustainable capital, opportunity, performance and results.

Are you still running a business based on the past, looking to meet the needs of today and the future? ERP2020 is your roadmap to achieving that objective.

## WHAT’S DRIVING ERP2020?

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PCG has noticed and participated in ERP2020 as it has adapted business to today’s challenges, as presented by:

- ERP in a Two-Tier Model: Instead of viewing the business as one monolithic ERP implementation, businesses are implementing in a two-tier manner. The headquarters as the core, and central, tier-one. With subsidiaries or remote locations as tier-two. Businesses adopt this model for rapid flexibility and adaptability, simplification of ERP implementation and support complexity and to reducing cost and time. Leading companies are driving pragmatic two-tier ERP a model for business platform design and business acceleration.

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- Artificial Intelligence: AI and machine learning has moved from an “idea” to a “necessity” as a mechanism to help companies deal with mountains of information, to drive responsive business processes and workflows, and as a way to speed decisions and reduce mistakes. Business leaders are considering AI everywhere across their enterprise environments.
  - Mobile ERP: Traditionally, businesses have viewed mobility as an “add-on” to core ERP. Not any more. Enabling supply and demand chains and equipping their people through comprehensive mobile offerings are now at the center of ERP. ERP left in the datacenter holds the business back. ERP extended to the point of need or transaction drives business forward to new customer experiences and competitive advantage.
  - Machine Integration: Subtly different than “machine learning,” this is about IoT, or Factory and Business 4.0. Machine integration ensures you have integration across the entire business, creating a responsive “sense and respond” environment to new external or internal requirement, better and smarter analytics and reporting for faster and more accurate decision making and delivering superior competitive advantage that delight the customer—leading to better retention and spend capture—while lowering your cost of business.
  - Cloud ERP: Through the lenses of today, this may seem redundant, even “old fashioned” to talk about cloud-based ERP and cloud-based application platforms. By now businesses have recognized superior performance, security, integration and management—all while lowering their cost of business. The underpinning of ERP2020’s advantage is cloud-based application, process and information.
  - Standardized, Best-Practices Business Processes: ERP solutions have advanced significantly in their functionality and adoption and implementation of proven best practices. Businesses have access to practices that, prior to today, were only available to large, well developed and mature enterprises. ERP2020 business recognize this advantage and adapt their business to these leading practices, standardizing for reduced complexity, increased adaptability, greater business speed and velocity and to drive out cost, error and redundancy.
  - The Rise of Edge Applications: Forward thinking, industry-leading businesses constantly extend their core ERP platform to deliver superior customer experiences (both internally and externally), to integrate their business from the shop floor to the back office to the warehouse and customers, to gain faster and more detailed insights (through better integration and optimization of company information) and to deliver new competitive advantage and capitalize on new opportunity. These edge applications play in the same “sandbox” as the core ERP.
  - Continuous, Real-time Business Optimization: ERP of the past was largely considered a “one-and-done” effort. An ERP decision was made, implemented and rolled out. With the second, traditional, phase being support and “backlog management” done in bulk fashion. No more. Today’s business requirements are for constant, real-time and predictable process, information, workflow and resource optimization in a manner that outperforms expectations.

ERP2020 recognizes these drivers and ensures full integration and delivery of a high-performance business platform environment that creates sustainable business for today and well into the future.

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## ERP2020: THE ROAD TO A NONSTOP, SUSTAINABLE BUSINESS.

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Sound impossible? It's not.

Businesses of the future recognize the need to be “always open” and financially sustainable. Within this recognition are very real concerns as to how to achieve a nonstop, financially sustainable business.

Unfortunately, often businesses look to “old” models, processes or methods, built on a monolithic and generally closed and inflexible principles, as the way forward. Those businesses that rely on the past become laggards (in terms of opportunity, revenue and profitability) of today and the future.

Nonstop, sustainable businesses consistently and predictably realize better capital allocation and investment return, more opportunity, better overall business performance and repeatedly achieve their stated objectives.

ERP2020 is the vision and platform for a nonstop, sustainable business. ERP2020 is a pragmatic, business-driven approach to bridging the gaps between business objectives, processes, information, integration, applications and platforms to accelerate business velocity, innovation, responsiveness and sustainability for today and the future.

ERP2020 is about realizing the promises of ERP, information and technology in a manner that creates new business value to your markets, customers and employees. It's about being a business that serves it's markets and customers better, makes better decisions, lowers cost and gets full advantage of all technology and resource investments—everywhere.

### OK. SO WHAT IS IN ERP2020?

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1. ERP the Way You Wanted it to Be: Instead of over-hyping and under delivering, ERP2020 brings a pragmatic and proven approach to ERP assessment, evaluation, recommendation, implementation, integration, rollout, support and optimization in a manner that is predictable and consistent in meeting stated objectives. ERP2020 is about “no surprises” when it comes to expectations, delivery, timelines, resources and budgets.
2. Edge Applications that Deliver Advantage: We realize that no single ERP platform can do everything that a business needs at all times—especially in an environment of constantly changing market, regulatory, customer, process, supply chain, competitive and employee requirements. So, we don't ask an ERP platform to do the “impossible”. Instead, ERP2020 brings the exact edge application, implementation and integration needed to “extend” the business to the requirement in a cost-effective, timely and supported manner.
3. Technology and Platforms that Perform: ERP2020 values business and technology performance across the entire business and technology lifecycle. ERP2020 focuses on optimizing business performance so that you can optimally perform toward achieving your objectives. ERP2020 is about turning technology into a business accelerator instead of being the newest and expensive “obstacle” to your success.
4. Continuous, Real-time Optimization: ERP2020 keeps your business moving forward through continuous and real-time monitoring of information, process, workflow, integration and platform performance and value delivery. Then, adapting to overcome poor performance and restore business sustainability. ERP2020 knows that your business is constantly changing, so it adapts as you need—not holding back the business.
5. Mobility Everywhere: Want to deliver the business at the point of a need? Frustrated that you can't do this? ERP2020 solves this challenge by mobilizing ERP (and your business platforms) to deliver process, workflow,

information, insight, collaboration, transaction and relationship to right where it's needed. In a way that drives higher productivity, better customer experiences, improved business performance and a lower cost of business.

6. Intelligent, Predictive and Trusted

Analytics: ERP2020 also applies heuristic and algorithm-based intelligence to quickly comb through important information faster and more accurately for better decision making.

7. End-to-end Integration:

People make the worst “shimware” (filling gaps) for business processes, information, workflows and, generally, running the business. Traditional ERP forces people to become “shimware” for the business to function. ERP2020 changes this by

fully integrating the business through applications, automation and platforms—allowing people to do what they do best, such as innovate, relationship build and collaborate around new opportunity.

8. Machine Learning: Business operations are built upon the simple premise of “sense and respond.” Internal or external stimulus provokes a response by the business such as new market requirements, innovation needs, incoming order fulfilment, collecting cash, payroll, talent acquisition, inventory management, customer retention, or some other thing. These stimuli are often responded to by people. People that are prone to inconsistency, slow response times and error. ERP2020 applies machine learning to sense and respond faster, more capably and consistently, with fewer errors and at a lower cost.

9. Artificial Intelligence: ERP2020 brings new levels of problem solving, business flexibility and adaptability through careful, integrated application of AI. This creates a platform for better customer and employee experiences, greater loyalty, higher spend capture and lowered business cost.

10. Internet of Things: ERP2020 reduces surprises in performance, information, malfunctions, demand planning, communication and overall business efficiency. ERP2020 easily applies and/or integrates IoT devices and sensors, across the enterprise, harvesting key information, applying business rules and notifying or reporting what is needed, to whom and in the right timeframe.

11. Security: ERP2020 recognizes that external factors seek to take your intellectual property, lower your business performance, take away your customers and employees, commit fraud and even drain your business bank accounts. ERP2020 proactively builds in and optimizes the right controls, security profiles, access privileges, information access and protection that keeps your business away from harm. ERP2020 doesn't view security as an afterthought, but as a key and integral part of your ability to have a sustainable business.



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## ERP2020 BENEFITS.

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Isn't this the heart of the issue? What benefit(s) should you get from ERP2020? After all, what's the point if there isn't a benefit—both qualitative and quantitative?

We want to keep it really simple and easy to understand. ERP2020 delivers business sustainability through by allowing your business to realize these ten, immediate benefits:

1. Get what you need, no more, no less. Don't over or under invest resources, time and dollars in the evaluation, consideration, adoption, implementation, rollout, optimization and support of your business technology, process, workflow and information.
2. Bridge the gap between your business requirement and technology, today and into the future. Remove process "gaps," integrate information, automate tasks, adapt and innovate faster and more accurately, exceed customer expectations, lower business cost, increase business responsiveness and drive new advantage by perfectly aligning the business to technology capability.
3. Eliminate lies and surprises. Have pragmatic, realistic and achievable business technology strategies, methods, processes, technology adoption, implementation, rollout, optimization and support. Every time.
4. Trust. Operational processes, information, reporting and analytics become trusted across the organization, empowering people to do their jobs more effectively, make better decisions and respond to customers more accurately and consistently.
5. Lower risk. The business has the capability, automation and information needed to find, validate, innovate and invest in new opportunity for lower investment and greater return.
6. Innovation. Bring products and services to market faster. Move inventory more quickly. Lower operational and maintenance costs. Discover and capitalize on new partnerships more completely. You get the idea.
7. Cost effective operations. With visibility across the entire business operations environment, inefficiencies and high-cost processes can be quickly identified, changed and rolled out to save time, resource and dollars.
8. Organizational focus. Through greater automation, intelligence and trusted information the organization can focus on the most important tasks, products, services and relationships that deliver the greatest return on investment or business value growth.
9. Executional excellence. Lower error rates, tighter alignment, better information and extension of the business to the point of need bring about the ability to do business better.

Stated differently, PCG customers experience the ERP2020 sustainability benefits of:

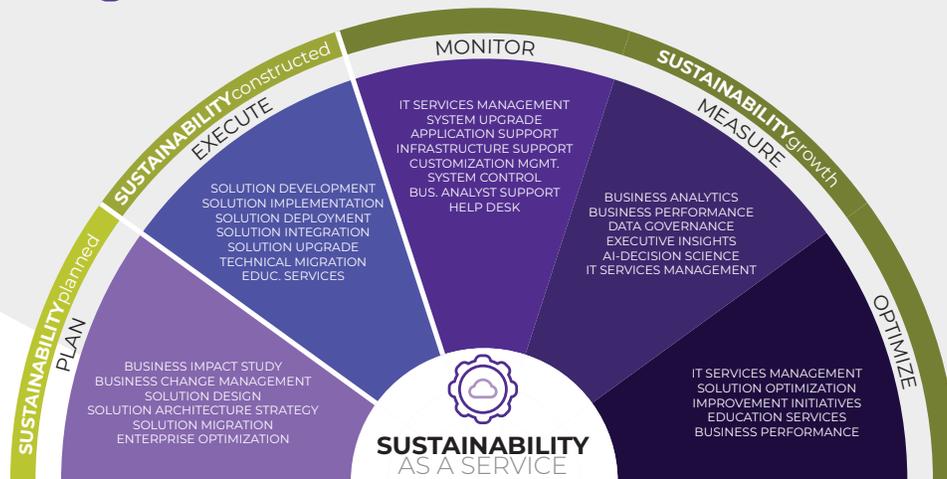
Sustainable opportunity: The ability to see, evaluate, decide, create, deliver and manage new, innovative solutions to business challenges or new market requirement.

Sustainable capital Know where to allocate scarce capital, have project and timeline predictability and maximize return for new shareholder value.

Sustainable performance: More tightly integrate process, information, people, supply chains and customers for greater business velocity and responsiveness.

Sustainable results: Achieve project, business and enterprise expectations every time by delivering the best experience to your people, customers and partners

## WHAT DO WE CALL ERP2020?



## WHERE TO GO FROM HERE.

PCG knows ERP2020. We defined it and we've been building and delivering it from the very start. Every PCG customer achieves a more sustainable business by applying what has been described in this paper.

We would recommend you consider one of the following next step options:

1. Learn more about PCG and Business Sustainability by visiting: [pcgservices.com](http://pcgservices.com)
2. Enroll and attend one of our upcoming webinars. You can learn about them on our website or by signing up for our regular email communications.
3. Call PCG on 800-265-1230 and talk to a PCG representative on how ERP2020 benefits our customers just like you.
4. Schedule a SustainabilityPCG on-site assessment for a deeper dive into how you can achieve your own ERP2020 value and benefits. You can schedule an assessment on our website or by giving us a call.

PCG knows ERP2020 and how to apply it to your business. Why not learn more and discover a new, predictable business and technology future that leads to new levels of business sustainability?

You have nothing to lose.

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