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**The Most Powerful Name in Corporate News**

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## **Consulting and Support for Syspro ERP Software**

Edgware was founded on the basis of providing Global Professional IT Services, of the highest quality, "right first time". Edgware specializes in Syspro ERP consulting and Syspro Implementations.

**Interview conducted by: Lynn Fosse, Senior Editor, CEOCFO Magazine**

**CEOCFO: *Mr. Jenkins, would you tell us about Edgware?***

**Mr. Jenkins:** Edgware is a consulting and support company. We have been in business for a long time, over thirty years. During that period we have been dedicated to one software product called Syspro ERP Software.

We install and implement software for manufacturing corporations. We help by having our consultants visit the customer and teach them over a period of three to six months how to use the software and how to get the most out of the software.

**CEOCFO: *Why do you like Syspro? What are some of its advantages?***

**Mr. Jenkins:** The biggest advantage to Syspro is that it is very easy to use. It is feature rich. It is a privately held company. They retain all profits in the company. They spend a lot of money on enhancing the product every year. They spend a lot of money on research and development. Unlike a public company that pays out dividends to their shareholders, Syspro is dedicated to improving the product all of the time. Therefore, the product really keeps at the leading edge of technology. It is an absolute state of the art product. We have found that it is a wonderful product for our customers.

**CEOCFO: *Is it designed specifically for the manufacturing industry or have you chosen that niche?***

**Mr. Jenkins:** The product was primarily designed for the manufacturing industry. What the product contains are various modules. There are financial modules, such as general ledger, accounts payable, accounts receivable and so on. Then there are distribution modules, which include Inventory control, order entry and shipping. Then there are the manufacturing modules, which really differentiates Syspro from the many other products on the market. Most ERP products specialize in the financials and only a few are strong in manufacturing. Therefore, the manufacturing modules such as the bill of materials module and the work in progress module are often unique to Syspro and give it the greatest strength. We have found that the easiest and the best route to promote Syspro are in the manufacturing sector.

**CEOCFO: *Are your potential customers aware of Syspro? Are they typically new customers looking to upgrade from a current system? What is the scenario?***

**Mr. Jenkins:** Start-up companies usually buy a fairly low cost accounting software product like QuickBooks or Peachtree software where the product costs between one thousand and five thousand dollars. They run their businesses using these products. As their businesses grow the owners start to realize that they do not necessarily have full control over their business. Products like Peachtree and QuickBooks and some of the cheaper products are easy to use, but they also lack in some of the general accounting principles that are necessary to control the company as it grows. As your business grows you have to start giving out responsibilities to different people. The owner can no longer run every aspect of the company. He has to rely on other people. With this relying upon other people you have to have systems in place to make sure that you are not being taken advantage of. Syspro generally sells to companies which are doing about ten million dollars of business per year, plus. That is the entry level for Syspro, Our average size of customer is one with sales of between fifty and five hundred million dollars per year.

**CEOCFO: *How do you reach potential customers?***

**Mr. Jenkins:** We have our own telemarketing group who do telephoning for prospecting. We also hire sales people who do prospecting. Therefore, it is a combination of telemarketing and sales people and also email canvassing.

**CEOCFO: *Does the long history of Edgware count these days or is it not as important as it might have once been?***

**Mr. Jenkins:** That is a very good question, because you are correct. People are very much aware that technology does move on and you do need newer and better products all of the time. That is one of the reasons why we stay with Syspro. Syspro has moved on. It regenerates itself every few months. There are new releases of the product all of the time.

Therefore, Syspro is really a leading edge product and we are trying to keep Edgeware a leading edge company as well. It is significant that we have been in business for a long time in as much that it gives people the reassurance that we are not just a fly by night company. We are going to be with them for a long time. When they buy Syspro software, they know they are starting on at least a five to ten year association. In reality many of our customers have been with us for twenty years and more.

**CEOCFO: *What might be one or two of the more unusual features that Syspro offers that your clients might not even realize they are able to track or get feedback?***

**Mr. Jenkins:** Different industries have to have specific requirements. If you take the pharmaceutical industry for instance, they have a requirement for lot tracing, you have to be able to know which basic ingredients went into a product and where that product was sold in order to be able to do a recall if there is anything wrong. Lot tracing is a very important component of Syspro software. We are finding that more and more industries need and require lot tracing. That is not a feature necessarily available in all software. The ability to see where raw materials came from, and who you bought them from and which batch they were used in and to which customers they eventually went to. If you had a recall from your supplier; if your supplier contacted you and said, "There was a problem with that batch, can you quickly recall it," Syspro enables you to look both forward and backwards. Where was that particular material used, which customers bought it; Syspro's IT Tracing enables us to contact those customers and withdraw it. That is one example of lot tracing for the pharmaceutical industry and it is now necessary for lots of other industries. We have a dog food manufacturer who needs lot tracing as an example.

**"[Customers] really are buying Edgeware as opposed to just Syspro. Syspro is the product, Edgeware is our consulting company and it is the combination of the two that makes a success." - Derek Jenkins**

**CEOCFO: *Are the more regulations there are the better for you with Syspro, because you can help with so many different areas?***

**Mr. Jenkins:** Yes. With some of the financial debacles that we have gone through in this country, they have now introduced bigger and better controls over financial fraud. Electronic signatures are a topic which is always brought up as important. Again, that is a feature within Syspro that you have electronic signatures, so you know who has done what and it is not a matter of, "No I did not do that." You now have complete control over who entered the data, who is making changes to the structure of the bill of materials or the financial systems changes. You have this electronic signature process whenever a user is logged on and using the system. Operators have to put in their initials and accept accountability; this gives you the necessary controls. That is just another example of the changes in technology that they are enforcing improvements in the system.

**CEOCFO: *Would you tell us about the interactions with your customers? How do you go above and beyond?***

**Mr. Jenkins:** We have a whole team of consultants. When we get a new customer the first thing we do is visit them and plan the implementation. I think that I mentioned up front that we usually work with them for three to six months to implement their new system.

When a company buys a new ERP system the way they run the company is usually going to be totally improved and changed. Therefore to be successful in the implementation they have to have buy-in from everyone in the company. Management has to understand how the new system is going to be implemented. We put together a team of consultants. There will be a lead consultant and there will be consultants for different specialty areas. We always do on site consulting with the customer. We get the project plan agreed and then follow that defined project plan. During this three to six month period we have a very close association with the customer. The consultants get to know the company really well. Everyone relies on each other. And eventually they go live on the software. At that point they start running the whole company on the software. For the next few weeks they probably need some help because they have forgotten a few things. However, they very quickly get used to everything and become independent. Therefore, after this three to six month implementation time the amount of consulting rapidly falls away. The consultants still keep in touch, but only visit about once a month and in time even less often.

**CEOCFO: *That is a lot different than what I typically hear and I am guessing that is just a testament to the strength and quality of the product!***

**Mr. Jenkins:** Yes. That is really what we are selling. When people buy from us we address it right up front. We let them know that fifty percent of the success is the software and the other fifty percent is the consulting and the assistance and the training that we bring and supply with the software. They really are buying Edgeware as opposed to just Syspro. Syspro is the product, Edgeware is our consulting company and it is the combination of the two that makes a success.

**CEOCFO: *What is your geographic reach?***

**Mr. Jenkins:** We have offices in Wellington, South Florida, Atlanta in Georgia and we have a New Jersey office. We cover the East Coast. We have customers in Miami, in Palm Beach County in Atlanta and Tennessee, Alabama, North and South Carolina and we have many customers in the New York and New Jersey areas.

**CEOCFO: *How is business these days and what do you see for the 2014?***

**Mr. Jenkins:** Business has definitely improved. Obviously, the manufacturing business was badly affected by the downturn in the economy and the rush of jobs to China. However, we are already seeing jobs coming back to the United States and we are seeing that business generally is improving in the USA. Companies are feeling more relaxed now and they got over the hurt and the burden of the downturn in the economy. We are finding that people are now just starting to spend again and companies are starting to reinvest in new systems. Therefore, we are seeing an upturn in business and we are looking forward to a very successful 2014. Buy American is a great slogan. I do believe that American business will continue to be strong and dominate the world markets. We have many customers who have businesses both in China and in the United States. I can see more emphasis being on the USA and I am just looking forward to America maintaining its position as the dominant player in manufacturing and distribution.

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**BIO:** Derek Jenkins the President and Founder of Edgeware has been associated with ERP Software since its inception over thirty years ago. During that time Edgeware has sold and implemented more than 500 customer sites and has continually improved and increased it's knowledge of ERP Software and business in general.

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