

Trelawny SPT deepens staff engagement through SYSPRO LearnIT Online

CASE STUDY

At a Glance

ORGANIZATION



REGION

Europe

KEY CHALLENGE

Limited use of SYSPRO across the organization

KEY BENEFIT

Achieving majority staff buy-in to SYSPRO

INDUSTRY

Manufacturing – Industrial Machinery and Equipment

END USER MARKET

Marine, Oil & Gas, Industrial, Construction, Hire Markets

SOLUTION

SYSPRO 8

Customer Profile

Trelawny is a manufacturer of surface preparation equipment. The company manufactures a range of pneumatic tools and surface preparation equipment in the engineering heart of the UK, Leamington Spa. For more than 60 years, Trelawny has been offering a range of equipment for preparing concrete, steel and stone. Its products are sold worldwide through a global network of quality-approved stockists and distributors.

The Business Challenge

A long-term SYSPRO customer, Trelawny has been using the product since 1994. Nonetheless, a number of processes remained manual and paper based. As a result, usage of SYSPRO across the organization was limited.

The Solution

During the Covid pandemic in 2020, Trelawny launched a campaign to intensify staff training using the SYSPRO LearnIT Online platform which combines a digital learning experience with instructor-led training, giving SYSPRO users total control of their learning.

The Outcome

Trelawny has introduced a dedicated SYSPRO channel on Microsoft Teams to help staff develop their skills. Although attendance is not compulsory, 60% of staff signed up within 30 minutes of the channel being launched. Today, staff engagement with SYSPRO touches the vast majority of employees.

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We're on an amazing journey to use SYSPRO as our single source of truth. I've always loved SYSPRO and now that our user buy-in has reached new heights we are set to make the most of the system.

– **Sarah Adamo**, Finance Director, Trelawny SPT.

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Reaping the benefits of online learning

When the outbreak of the pandemic resulted in a blanket lockdown across most countries, Trelawny took advantage of an offer from SYSPRO that provided customers across the world with free access to the SYSPRO learning platform. The UK government paid furloughed employees 80% of their salaries and, with the majority of its employees either furloughed or working from home, Trelawny undertook to make up the balance. There was one condition: that staff completed at least six hours of training a week.

Sarah Adamo, Trelawny's Finance Director, says: "Like most organizations, we went through massive change during the pandemic. From a SYSPRO perspective, however, it was extremely positive as the offer of free access to the learning channel gave us the perfect opportunity to reset and dedicate time to upskilling our staff in their use of the system."

Sarah, who also holds responsibility for Trelawny's IT infrastructure, is an enthusiastic SYSPRO ambassador who has taken the company's system all the way from Encore 3.2 in 2000 to its current SYSPRO 8 implementation. When the learning initiative kicked off, she located engaging videos on the SYSPRO LearnIT learning platform, created her own presentations to customize the content to fit Trelawny's specific requirements, and shared the knowledge with staff.

As a result, employees have become more proactive in their use of SYSPRO, and Sarah runs weekly training sessions. The most recent development is the launch of a SYSPRO Stars learning channel in Microsoft Teams. Despite signup not being compulsory, 60% of staff signed up within the first 30 minutes.

"Most of the company now uses our SYSPRO channel, and we've been focusing on specific processes such as purchase orders with the Purchasing team and delving into the requisitions system. The Operations team has also asked for training on the stocktake process to enhance their efficiency," Sarah says. "The next step in building staff buy-in is to start modelling SYSPRO's web user interface so that our salespeople on the road can start using SYSPRO."

The training initiative has been so successful that more and more staff are requesting training on specific functionality within the system. Sarah maintains a whiteboard for people to suggest topics to be covered and she then learns using the LearnIT channel and teaches it back to staff. Sarah and her team are completing several certifications and accreditation paths, including accounting, inventory planner, administrator and more.

Global drive for self-development

Trelawny's leadership places a strong emphasis on career self-development and created a standalone digitalization strategy as part of its five-year planning process. Together with Trelawny's SYSPRO partner, HIT Technology, Sarah wrote the strategy which included capturing user stories from each department so that everyone engaged with SYSPRO could express their exact requirements.

This clear indication of employees' SYSPRO-related needs enabled Sarah to build a matrix displaying each story with its potential solution.

"We're on an amazing journey to use SYSPRO as our single source of truth," she says.

"I've always loved SYSPRO and now that our user buy-in has reached new heights we are set to make the most of the system. With HIT Technology as our SYSPRO partner we can meet people's needs and deepen our understanding of SYSPRO's capabilities and the optimal ways to use it in our business. One of the game changers has been the support we've received from SYSPRO and HIT Technology. Without that, we wouldn't be able to drive this change. In the words of the African proverb - "If you want to go fast, go alone. If you want to go far, go together." I think the partnership with HIT Technology is critical to delivering my digitalisation strategy. Also, building a community of SYSPRO users will only benefit us all

- Sarah Adamo, Finance Director,
Trelawny SPT.



About HIT Technology

HIT Technology is a SYSPRO Premium Solutions Partner and has been supporting SYSPRO customers across the UK and Ireland since 2008, utilising expertise that has been developed for over 30 years.

HIT Technology doesn't consider itself as a firm of software consultants, but more business consultants that use software to solve problems. Their chosen platform for manufacturing and distribution companies is SYSPRO ERP. HIT Technology also provide a number of value-adding solutions that integrate with SYSPRO to help customers achieve more.

As well as SYSPRO implementations, HIT Technology also undertake full digital transformation projects for manufacturing companies, which often includes their expert system integration services.

With a team of dedicated consultants and support staff, they are able to provide excellent services that assist customers to get best value out of their SYSPRO investment.

About SYSPRO

SYSPRO is a leading, global Enterprise Resource Planning (ERP) software provider, specializing in key manufacturing and distribution industries. Our Industry-built solutions and services are designed to make things possible.

SYSPRO's ERP solution empowers customers to take the next step – whether it is expanding into new territories, adding new product lines, transforming business processes, or driving innovation. Through our ERP software, customers gain access to solutions, processes, and tools to assist in the management of data for key business insights and informed decision making. The solution is scalable and can be deployed in the cloud, on-premise, or both, and accessed via the web on any device to provide customers with choice and flexibility.

As a trusted advisor, SYSPRO remains focused on the success of partners and customers. With a strong commitment to channel partner growth, SYSPRO customers are backed by a team of global experts that drive maximum value out of IT systems and business solutions. We are committed to addressing the unique needs of our customers, enabling them to easily adapt and remain resilient. Our evolving solutions are aligned with industry trends and leverage emerging technologies that will enable partners and customers to secure a digital future and to gain a competitive advantage.

Learn more about SYSPRO's solutions for Industrial Machinery and Equipment industries
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