Client Reference
OEM After Sales Service
Debtors Management – On Key-Syspro Interface

Client Background

The client was established in 1904 and has, during the last century, developed into a major force in the baking and food service industry across the globe. The client has their manufacturing facility in Cape Town, South Africa, where they design and manufacture all the equipment. They also have other baking and food service equipment that they represent and support in the market.

Part of the client's after sales offering to the market is to have qualified technicians not only do the installations, but also do the maintenance on their equipment. These technicians are 3rd party contractors invoicing the client, who in turn invoice the relevant retail clients.

Key Challenges

Managing the invoice requirements of all the different clients presented various key challenges, such as:

- Managing client-specific rates
- Ensuring the correct breakdown of invoices
- Directing invoiceable work to the correct regional debtors department
- Managing the national invoice quantities, i.e. identifying bottlenecks and stay within invoice submission timelines
- Duplicate manual transactions taking place in various systems.

Value Add

- The client has a transparent view of the of the number of invoices required and the exact breakdown of invoicing done per region, per clerk.
- Expedient processing of debtors invoices.
- Integration of On Key with Syspro, removing duplication of work.
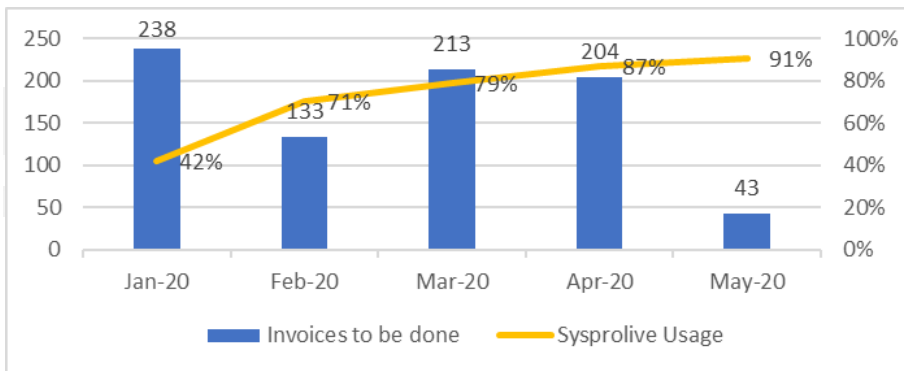
"The more Sysprolive is used to process invoices, the more up to date the debtors invoicing gets"

Pragma Intervention

- The Pragma Asset Care Centre team mapped the client's operational processes and requirements relating to after sales service and debtor management.
- They created a Debtors Activity report to:
  – measure the number of invoices that needs to be done per region;
  – track the activities of the debtors clerks', such as the number of invoices completed per person, per day.
- An interface was developed to post invoices captured in On Key for maintenance work performed on equipment, into the client's Syspro ERP.
- The team assisted with the training of the debtors clerks to effectively use the integration platform.

Tools and Technology

- Pragma On Key Enterprise Asset Management system
- Syspro ERP Interface