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ERP AUTOMATION
Benefits and Trends

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EDITOR'S NOTE

Today's digital economy requires automation and business intelligence capabilities to be able to gain a competitive edge in the market and these requirements continue to increase and vary as technology advances. So does cloud computing and automation software...

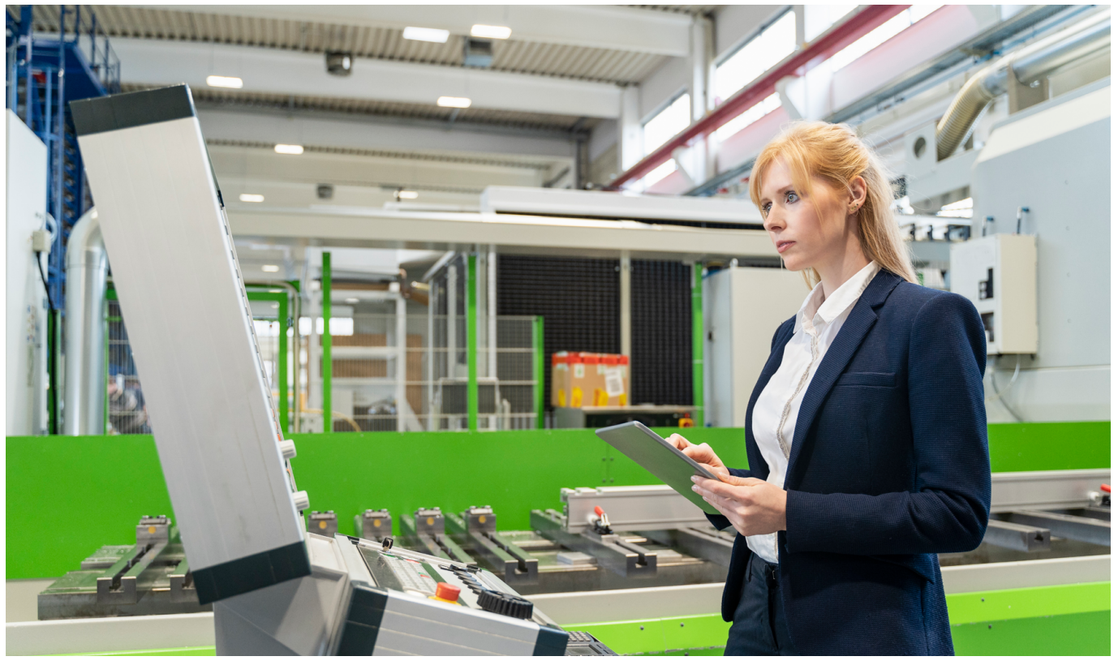
In this issue of ERPNews Magazine, we have discussed the trends in ERP automation and its benefits for businesses with the thought leaders of the foremost ERP vendors and the obvious outcome is that businesses should grasp the opportunity no matter what to take advantage of cloud-based ERP solutions that incorporate Artificial Intelligence, ERP Machine Learning, and ERP Automation to survive in the future.

Don't miss out the special interview with **Ed Allen, EVP & General Manager of Discrete Manufacturing Industries at Infor** in which we had the opportunity to discover his point of view about ERP automation!

The latest news on the ERP industry, customer studies, and much more are also awaiting you through the following pages as always!

Sincerely,

Pinar Sengul



WHY LOW-CODE/NO-CODE IS ESSENTIAL TO ENTERPRISE AUTOMATION, FILLING THE GAPS THAT UNIFY END-TO-END BUSINESS PROCESSES

*Article by **Vaidya Aiyer,***
CEO and Founder, Pillir

Now more than ever, enterprises are turning to automation to help them economize while still meeting the evolving challenges of the market. These may include the hiring freezes that accompany a recession, tightening budgets due to a soft economy, and an ongoing talent shortage. All these elements make it harder for enterprises, especially those with complicated ERP environments, to automate their business processes and take advantage of the full benefits of modern cloud-based infrastructures.

Historically, enterprises have looked at RPA, or robotic process automation, as the de facto tool to automate existing digital processes. It has always played a strong role in this process, since it allows companies to automate repetitive elements of a business process, reducing human error and increasing consistency and efficiency.

However, organizations are beginning to realize that RPA has its limitations. It needs to be constantly updated when processes change or systems are upgraded. Moreover, RPA is not only limited to the automation of existing digital assets, but in some cases, it simply masks certain inefficiencies that become apparent in other areas of the automation process. Organizations are now realizing that RPA is only one portion of the puzzle when it comes to leveraging automation in these complex enterprise and ERP landscapes.

Given the current state of market uncertainty, smart organizations are looking to identify these areas of inefficiency, finding the gaps in their business processes to digitize and automate those processes more effectively. Since this is an ongoing effort, enterprises need an efficient and scalable way to implement automation across the organization. This is the first step to improving performance.

Organizations need to use two additional resources toward this goal: process mining, and low-code/no-code tools. These should be stitched together with RPA to automate processes across the enterprise, at scale.

Process Mining: Once (or while) the existing digital assets are automated using RPA, the organization needs to identify both inefficiencies and the gaps that occur across their business processes. These so-called gaps may be "bridged" by cumbersome manual processes, paperwork, spreadsheets, email communications, etc.

> **GIVEN THE CURRENT STATE OF MARKET UNCERTAINTY, SMART ORGANIZATIONS ARE LOOKING TO IDENTIFY THESE AREAS OF INEFFICIENCY, FINDING THE GAPS IN THEIR BUSINESS PROCESSES TO DIGITIZE AND AUTOMATE THOSE PROCESSES MORE EFFECTIVELY.**

An effective enterprise process mining tool can analyze how a business application truly functions within an enterprise—not how the process chart or the supposed experts say it should function. Process mining provides a real-time view of how processes are executed on the ground, across departments, across geographies, across lines of business, and so on. It gives a visual representation of inefficiencies, discrepancies, and potential areas of improvement.

Once an organization has a realistic view of its current processes, the next step is to fix them. Correction and optimization can be achieved in many ways in an ERP environment, from system configuration or improved data management to the use of other applications that manage the enterprise organization. Gaps and inefficiencies are often inherent in legacy applications and processes. They include tasks that workers have to conduct manually, like printouts or emails. This is where a low-code/no-code comes in.

Low-Code/No-Code (LC/NC). The creation of new applications is the bedrock of innovation. Application development addresses the replacement of old, legacy systems and/or the digitization of manual processes. New applications will always need to be integrated with existing ones to address business process continuity, data flow, roles, authorizations, and so on. Low-code/no-code tools simply facilitate the automation of this "creation" process, which involves building the actual "bridges" of code to address these gaps.

An enterprise low-code/no-code tool should have these three basic capabilities:

- ***Application creation:*** LC/NC platforms should provide the tools to easily create different applications for various platforms and end-devices like web-based and mobile, without having to write extensive code in a particular programming language.
- ***Enterprise integration:*** Enterprise applications are rarely siloed. In a complex environment, LC/NC tool will need to have pre-built integrations with ERP systems like SAP and Oracle, and CRM solutions like Salesforce. Processes for inventory management, supply chain, vendor management, and many other systems must work seamlessly together in the same environment. These integrations not only address business rules and data flow but must also include enterprise authentications, roles, and authorizations as per the organization's security policy.
- ***DevOps:*** Development Operations is another area where enterprise automation becomes critical. If a company has to use manual labor to provision servers and manage its infrastructure, it defeats much of the purpose of automating its application development and integrations. A sophisticated enterprise low-code/no-code platform will automate the DevOps portion of a company's application management, including their infrastructure provisioning and the underlying infrastructure management.

> **A SOPHISTICATED ENTERPRISE LOW-CODE/NO-CODE PLATFORM WILL AUTOMATE THE DEVOPS PORTION OF A COMPANY'S APPLICATION MANAGEMENT, INCLUDING THEIR INFRASTRUCTURE PROVISIONING AND THE UNDERLYING INFRASTRUCTURE MANAGEMENT.**

Low-code/no-code can be a unifying factor, providing more seamless functionality between individual automation or functions like CRM, inventory management, finance, procurement, and so on. It can also serve as the "last mile" that blends automation with human experience to create a user-friendly, functional, and efficient interface, one that accommodates the human factor amongst all the robotics and programming. It allows developers to focus on the more intricate processes that create an intuitive worker-facing GUI, empowering employees to deliver a satisfying customer experience. These unifying software blocks are critical in allowing personnel—from cross-country drivers to customer service reps, to human resources people, and more—to best leverage their departmental software.

They say that application development is the cradle of innovation. However, low-code/no code is the methodology that automates this cradle of innovation, allowing developers to design more ideal, unified business processes across enterprise environments for the future.

Vaidya Aiyer is a leader, innovator, entrepreneur and technology geek. He has a reputation as a major leader and innovator in the low-code space, specifically regarding ERP modernization. His 25 years of ERP/SAP experience has propelled his company's vision of accelerating modernization and digital transformation. Vaidya has also held executive positions at Lenovo, SEAL Innotech (enterprise mobility and Google Apps solutions), and Medtronic (lean manufacturing solutions).

About Pillir

Pillir is the developer of a low-code/no-code, cloud-native platform that enables organizations to develop mission-critical apps 20 times faster than traditional methods, leveraging the power of SAP's digital core from any device, with or without connectivity. The platform enables organizations at any stage of their SAP journeys to innovate quickly and easily, with little-to-no programming requirements, rapidly moving custom development to the edge. www.pillir.io

Trustifi

SAVE MONEY WITH EMAIL SECURITY AUTOMATION

Article By ***Rom Hendler,***
CEO and Co-Founder, Trustifi

Enterprises are increasingly using security tools to combat business email compromise (BEC) scams, phishing, and other attacks that target email users. And while there are many email security software options available, the costs to deploy and manage them can force enterprises to choose between feature-rich solutions that come with a hefty price tag, or budget-friendly alternatives with limited features.

On top of that, there's a global cybersecurity talent shortage, and competition for top cybersecurity professionals is fierce. Enterprises are forced to pay a premium to recruit skilled cybersecurity professionals. Even if an enterprise offers a competitive salary and benefits, it's unlikely to retain cybersecurity employees who feel burnt out dealing with the challenges that come with managing all aspects of an enterprise's security.

Here's the reality: there is no need for enterprises to compromise their cyber protection for affordability. Now, email security automation software empowers enterprises to level up their cybersecurity without breaking their budget.

Why Automated Email Security Is Key

Email security automation software is "set it and forget it." Enterprise system administrators can deploy the software with only a single click. Once they do, they can use the software to simultaneously keep their data safe and comply with industry mandates.

Additionally, email security automation software automatically encrypts employee emails. If an employee sends an encrypted email, the recipient's response and all associated attachments are fully encrypted. This ensures the entire communication chain stays secure.

Email security automation software also gives enterprises visibility into cyberattacks. The software comes equipped with engines that monitor user email behavior to detect anomalies in volume, context, devices, geo-location, types of sent emails, and more. This enables enterprises to detect, alert, and remediate when a user's mailbox has been compromised.

"EMAIL SECURITY AUTOMATION SOFTWARE ALSO GIVES ENTERPRISES VISIBILITY INTO CYBERATTACKS. THE SOFTWARE COMES EQUIPPED WITH ENGINES THAT MONITOR USER EMAIL BEHAVIOR TO DETECT ANOMALIES IN VOLUME, CONTEXT, DEVICES, GEO-LOCATION, TYPES OF SENT EMAILS, AND MORE. THIS ENABLES ENTERPRISES TO DETECT, ALERT, AND REMEDIATE WHEN A USER'S MAILBOX HAS BEEN COMPROMISED.

Utilize Layered Cyber Protection

An enterprise can deploy email security automation software on its own or supplement its cybersecurity tools. There can be times when it is the most cost-effective for an enterprise to rely exclusively on email security automation software. On the other hand, it can sometimes be the most cost-effective for an enterprise to deploy email security automation software with its existing cybersecurity tools.

On its own, email security automation software can protect an enterprise against sophisticated, contextual threats that frequently target C-level executives. It can also provide government-grade AES-256 encryption and other state-of-the-art email protection features unavailable with standard cybersecurity tools.

Or, an enterprise can utilize cybersecurity tools that offer insider risk management, information protection, and many other advanced email security capabilities. To optimize its security posture, the enterprise can layer an email security automation solution into its existing cybersecurity tools to combat current and emerging cyber threats and save money.

The cost savings of using email security automation software with other enterprise cybersecurity tools can be significant. An enterprise with thousands of seats may save tens of thousands of dollars per month. It can apply these savings to other areas of its operations, resulting in increased productivity that leads to more revenue.

Layering email security automation software into other enterprise cybersecurity tools can also boost workforce satisfaction and retention. This combination automatically addresses email-based threats, freeing up cybersecurity employees to focus on more high-value tasks and reducing their risk of burnout. At the same time, it helps an enterprise improve its security posture without the need to compete for cybersecurity talent.

It's Easy to Get Started

Email security automation software delivers substantial ROI if enterprise employees know how to use it properly.

Employee training enables an enterprise to teach its workers about different types of email-based attacks and their associated dangers. It also opens a dialogue between management and employees.

In addition to providing employee training, an enterprise should put together a budget for its email security automation software. Next, the enterprise can review the email security automation software options that align with its budget and decide where to invest its resources.

It can also be beneficial to partner with a third-party cybersecurity company to perform an enterprise security audit. Following the audit, the enterprise can receive a report that describes its security posture and search for email security automation software accordingly.

Lastly, conduct a cost-benefit analysis for email security automation software. Get in touch with an email security automation software provider for details about its offerings, how they work, and their costs. With this information, an enterprise is well-equipped to identify email security automation software that delivers maximum ROI.

Rom Hendler is CEO and Co-Founder of Trustifi, a cyber security firm featuring email encryption solutions delivered on a software-as-a-service platform. He has extensive C-level executive experience at Fortune 500 companies and was a key player in opening and operating integrated resorts around the world with a total investment exceeding $15B.

About Trustifi

Trustifi is a cyber security firm featuring solutions delivered on software as a service platform. Trustifi leads the market with the easiest-to-use and deploys email security products, providing both inbound and outbound email security from a single vendor. The most valuable asset to any organization, other than its employees, is the data contained in their email – and Trustifi's key objective is keeping clients' data, reputation, and brand safe from all threats related to email. With Trustifi's Inbound Shield, Data Loss Prevention, and Email Encryption.