

**Customer
Day
2025**

 **ECS** | **iSystems**

**iSystems
Empowering Businesses
through IT Innovation**

The Future Of ERP and History

iSystems

1990s

Client-Server ERP and Global Expansion: ERP suites like SAP R/3, PeopleSoft, and JD Edwards used client-server architectures, integrating HR, CRM, and logistics across multinational organizations.

1980s

Birth of ERP

Gartner coined the term *Enterprise Resource Planning*; systems began integrating finance, purchasing, production, and sales through shared databases.

1970s

MRP II and Integrated Production Control: SAP (founded 1972), and Oracle entered enterprise software.

1960s

Emergence of MRP
Mainframe computers enabled the first automated planning of materials, bills of materials, and lead times — the foundation of ERP.

1920-1950

Manual Production Planning : Early business management relied on paper-based ledgers, punch cards, and manual scheduling to track inventory and production needs.

2000-future

Cloud, SaaS, and AI-Driven ERP

What comes next?



Thesis: we don't need ERP Anymore in the near future

iSystems

Reason I

- The main reason for ERP is the planning and prediction
- AI is able to do this

ERP transactions are background processes, no real work interfaces

Reason II

- All reports are available by interaction with the system without actual creating those

Data first,
instead of process first

Reason III

- Computers can do planning more accurate than humans
- AI will replace many of the jobs
- e.g. today we use ADC system to post A/P invoices

Melting of process and app architecture. Available for everyone

Introduction

iSystems

iSystems IaaS



Autonomy

Maintain Total Control:

Choose between optional iSystems maintenance or full management by your in-house IT specialists.



Flexibility

Operate without Boundaries:

Host any application or solution, tailor-made for your enterprise operations.

Requirements: Only iSystems-supplied Windows and Microsoft terminal licenses are mandatory—the rest is entirely your choice.



Cost Efficiency

Pay Only for What You Use:

Optimize your IT spending by customizing services and only selecting add-ons that deliver value to your business.

laas

Software Compatibility & Reliability

Enterprise Applications & Access

- HANA-certified Platform: Seamlessly run SAP enterprise applications, legacy SAP softwares, and other ERP systems (e.g., Sage, Odoo) as per your business needs.
- Easy Access: Connect via web browser or Remote Desktop Protocol (RDP) for secure, flexible access.

iSystems



+ legacy SAP software & other ERP systems

IaaS Server/Hardware

Hardware Management

- Infrastructure owned by iSystems: Servers rented by you—the customer.
- Comprehensive Care: SAP HANA Server Management includes updates, patches, and pre-upgrade preparations.

iSystems

- Owned and hosted by iSystems (DC)
- Rented by customer



Optional Maintenance

- iSystems Tech Support: 2nd and 3rd Level on request
- Customer autonomous IT teams

IaaS Security & Data Backup

iSystems

Data Management

- Secure Data Centers: Hosted at DC: DUS and DC TPA.
- Extensive Security: Includes MDR Sophos and VMST for vulnerability management and continuous security testing (priced per virtual machine, monthly).
- Data Backup: Offline and extended backups available; pricing based on storage used (per TB/month), utilising secure tape libraries.



- DC Security: TPA, DUS
- Extensive security: 24/7 Managed Threat Protection, Detection & Response (MDR) Sophos service + Vulnerability Management and Security Testing (VMST)
- Off-site Backup Device + Extended Backup (on a tape library)

Sap Business One Ai-powered Consulting Portal

iSystems

Highlight: Ai Integration

- AI-powered support providing instant, adaptive help
- Self-learning, continuously improving with each interaction

Self-learning & Adaptive Ai Support Mechanism

- 1. Bookstack:** Comprehensive knowledge base
- 2. Self-learning:**
 - AI learns from iSystems internal knowledge base and ticket systems
 - Ability to create a customised AI knowledge base from customer requests and experiences

Partners - Instant Support

- Includes password update
- Create a support ticket with AI assistance
- Solutions based on iSystems's extensive experience and failover handling

End-Customer Access (Future)!

Portal will be accessible for end customers through iSystems

Demo iSystems Support Portal



Adaptive Ai Solution Advantages

iSystems

iSystems >
SAP Partner

From Q1 2026

- Full support for implementation and ongoing consultancy provided by iSystems experts to early adopters
- Ticket deflection: 25-30%

SAP Partner >
End-consumers

From Q2 2026

- AI system continuously self-improves based on user data and feedback
- Can deliver up to 90% accuracy in predictions and decision support

End-customers >
Customers
(bldirect)

- bldirect portal enables self-service access to AI-driven insights and business automation
- Verified 15% productivity increase through task automation and intelligent recommendations

Success Stories

Securing Growth: How iSystems Powers ALLPRO's Expansion

Challenge 1

Allpro had just 90 days to switch providers due to new regulations, requiring a fast, reliable, and cost-effective solution to maintain operations.

Implemented Solution

Steffen/iSystems quickly assessed Allpro's needs, presented three tailored options, and implemented the chosen solution within 60 days—on budget and ahead of schedule—ensuring a smooth transition.

Result

Allpro transitioned to a secure colocation infrastructure, gaining a reliable, future-ready system that improved stability, scalability, and IT performance.

iSystems

Challenge 2

As Allpro expanded with new distribution centers, rising demands—especially on accounting—made system disruptions a major productivity risk.

Implemented Solution

Steffen/iSystems added scalable server capacity with proactive recommendations and updates to support growth and prevent downtime.

Result:

Allpro ensured seamless operations and built infrastructure to handle growth without disruptions.

Challenge 3

Allpro faced rising cybersecurity threats that endangered operations and data integrity.

Implemented Solution

Steffen/iSystems secured Allpro with penetration testing, stronger SAP portal protections, and continuous updates, preventing threats before they occurred.

Result:

Allpro stayed protected from cyberattacks, strengthening resilience and ensuring business continuity.

Q & A

iSystems

Connect With Me

Steffen Kamphoff

s.kamphoff@isystems-integration.com

Robert Seltz

b.seltz@isystems-integration.com

Customer Day 2025