

Editors Note

With 2016 already in full swing, we have a lot to TALK about. In this edition we "embrace the future" with the launch of Embrace Version 14. Our special feature talks about the leading edge enhancements and developments in this version, along with the boundless business benefits it brings.

It is with great pride that we present our case study in which we TALK about the successful beta site implementation at Merck South Africa and how this new platform will enable them to embrace the digital transformation, take advantage of self-help apps and improve the customer experience.

There has been a lot of TALK about harnessing the power of business intelligence and this edition explores the synergistic relationship between Embrace ERP and QlikView BI, which will allow for improved performance and visibility.

The past few months saw ACS celebrating long term business relationships with some of our clients and we are honoured to share these significant milestones with you.

In 2016 we will continue our commitment to you and our people – prioritising the passion and focus that sets ACS-Embrace apart from others, as we.....

"Release the past, capture the present and embrace the future"

Seanette



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Embrace the Future - Delivering Digital Transformation

Since our inception more than 30 years ago ACS-Embrace has worked with many companies to meet their evolving business requirements and deliver operational efficiencies. Many have grown from a handful of users to hundreds of users and over the years, as business models and processes have evolved, so has Embrace, with ongoing new development and new versions being released.

Ongoing product development is influenced as new technologies provide new approaches and ways to integrate business process and software; new legislation is introduced; new business models become the norm, new industries and entirely new businesses evolve.

The development of the latest release of Embrace, version 14.0, was driven by all of the above and following the successful upgrade at a beta site, Merck Pharmaceuticals, in October last year, is now the latest version on general release. Merck have often been at the forefront of rolling out new versions and we thank them for their ongoing support and role in our beta program.

With IT14SD VAT compliance and reporting becoming more and more the norm for South African businesses it was important for Embrace to develop and deliver better tools for recording, reporting and balancing VAT related transactions.

Embrace 14.0 also introduces an entirely rewritten and enhanced Cashbook module, with improved integration for internet banking and electronic payments. Further enhancements to existing modules include new Workflow options, improved Creditors payment handling, enhanced Inventory enquiries and new Service module features.

With the significant increase in logistics providers, Embrace 14.0 introduces a new Third Party Logistics (3PL) module for 3PL billing, delivering an ERP solution, complete with integrated 3PL functionality, to logistics companies.

Technology enhancements have often driven development in Embrace and the introduction of the Secure Socket

Layer (SSL) network bridge for the Embrace Desktop enhances network security with full SSL encryption and adds a robust network connectivity layer. The introduction of Automatic Data Exchange (ADE) will facilitate the integration of third party systems directly with Embrace, allowing electronic transactions to be processed with little or no human interaction.

In addition to the wealth of new functionality, Embrace 14.0 provides the foundation for more streamlined service packs, upgrades and customisations, delivering increased efficiencies and boundless business benefits!

ACS, as with many organisations, is always looking at complimentary opportunities and we are pleased to have entered into partnerships with both Decision Inc. and EAI South Africa.

Decision Inc. is a top tier Qlik partner in Africa, having one of the largest client bases and the highest number of qualified consultants. Together, ACS-Embrace and Decision Inc. will take their predefined Qlikview models for reporting and analytics called *Qlikview Accelerators* and map Embrace into these models to deliver almost immediate Qlikview solutions, enabling clients to analyse business performance across a number of Embrace modules.

On the mobility front, EAI South Africa specialise in a number of mobile development technologies across a broad spectrum of different products and services, ranging from Enterprise Application Integration to Mobile and Web Solutions. Built on the backbone of Embrace Web Services, a new Embrace Mobile App is ready to extend the reach of the Embrace solution onto handheld devices, smartphones and tablets.

These strategic partnerships are aimed at providing enhanced and more engaging solutions, built together with Embrace, to address the changing needs in challenging times, create clear competitive differentiators and help take your business to the next level as we embrace the Digital Transformation!

Did You Know?

Embrace Enhancements to Existing Modules in Version 14 include:

● General Ledger

Purge Groups - access purged data from history

VAT related changes with drill down to the Period Detail Enquiry

Journal Approvals - with an optional workflow approval.

Financial Statement Obsolete Flag - prevents printing of older reports without having to remove them from the system.

Bulk Updates - of master-file settings to ranges of General Ledger accounts.

● Debtors

Debtors Memo and Sundry Sales have been updated for IT14SD and online printing is Supported

● Creditors

Creditors bulk payments was rewritten to improve payment process management and now offers:

- Multiple payment selections
- Ability to process a single consolidated payment
- Direct capture of additional information during invoice capture
- Manual payments now support EFT creation
- EFT creation seamlessly linked to cash book export process
- Enhanced reporting

Embrace the Boundless Business Benefits of Version 14

Breaking News - Embrace Version 14 has been officially released, launched and successfully implemented. Take advantage of all the latest leading edge developments and enhancements, to further streamline your business processes, improve operational performance and boost profits!

Embrace Version 14 Highlights

Finance Module

VAT IT14SD



The Embrace VAT System was designed to handle all VAT related information from transactions, enabling easy reporting, balancing and statistical analysis. Simplifying the process even further, Version 14 provides supporting detail for the completion of the SARS IT14SD return with VAT figures that tally to the company's Annual Financial Statements which are drawn from the General Ledger.

Input VAT is recorded across General Ledger, Creditors, Cash Book, Purchasing and Shipping. The Financial Statement Report Writer includes Period VAT and YTD VAT values for use in compiling IT14SD reports with VAT amounts.

The Embrace **Cashbook** module has been entirely rewritten with improved integration for internet banking and electronic payments.

New Features include

- Consolidated view of all cash book accounts
- Bank Statement Import
- Side by side view from cashbook reconciliations
- Bank reconciliation export
- Auto updates of Debtors receipts from Cashbook
- Integrated EFT output
- Debit Order creation
- IT14SD support for VAT allocations
- Search feature for transaction lookup
- Journal capture object for template input

Inventory Module

Concurrent Units allows for the handling of variable length, mass or volume products, such as bags and weights or rolls and lengths. Embrace tracks both a Base and Concurrent unit for the on hand and transaction quantities. Cost and selling prices are based on the Pricing and Concurrent unit rather than the Base unit. The system handles variances when quantity on hand gets to zero and concurrent values need to be written down.

General Issues and Returns prevent the use of Stock Adjustments for issues and returns of sundry items, ensuring accurate statistics on the number of genuine stock adjustments being done. All transactions are reflected correctly in the Kardex Enquiry.

Sundry Products allows a non-inventory user to create products on-the-fly directly from transaction programs such as Sales Order Entry, Purchasing, Reconfigures or Service.

Manufacturing Module

Concurrent Units and Process Manufacturing

Concurrent units allows for issuing raw materials and receiving manufactured goods. Process Manufacturing allows component quantities to be determined by the concurrent quantity of the parent part being back-flushed – offering a great mix of control and flexibility.

Third Party Logistics Module

The new Embrace 3PL module enables Third Party Logistics operations to track and charge for all inventory related movement, storage and handling on behalf of their clients.

Sales orders are used for generating picking transactions, reducing the stock being held in a logistics warehouse, producing a delivery note while calculating the storage and delivery charges.



Automated Data Exchange (ADE) Engine

The introduction of Automatic Data Exchange (ADE) will facilitate the integration of third party systems directly with Embrace, allowing electronic transactions to be processed with little or no human interaction.

External files are placed into an Inbound Folder and ADE codes are configured to define document paths. Customer or standard mappings will be used to parse and validate XML ADE data. The required Embrace programs will run in ADE mode but still respond as per normal flow of the program. Error handling includes recording of error conditions and automated notification emails in the event of a transaction failure. After successful processing inbound files are archived, outbound files for acknowledgement created and notification emails sent to listed recipients.

Embrace Customisation

Embrace version 14.0 introduces new components for custom development, aimed at achieving zero customisations direct in Embrace standard package. New utilities to control flow, logic and custom processes within standard Embrace are coded in external custom routines, namely, "user exits". This reduces risk, timelines and costs for subsequent implementations of service packs and version upgrades as standard Embrace routines do not change with customisations.

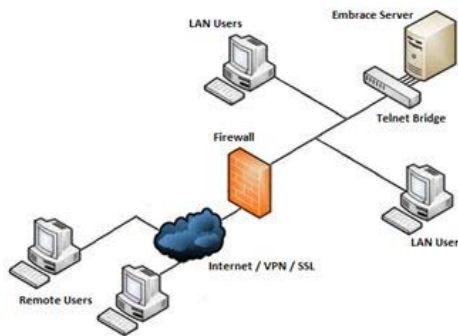
Embrace Service Module Enhancements

Embrace Service is a "best of breed", fully integrated ERP Module which has been further enhanced to help increase savings, decrease waste and improve productivity. Enhancements include:

Assembly/Disassembly Allows sub serials, usually assets, to be removed from, or added to a service article master-file record. The system supports the auto-creation of new Service Article records when disassembly of component parts results in new service articles. Fixed Asset and Sub Assets are automatically updated when changes are made to the actual service article.

Tyre Management Allows tyres to be rotated in a particular pattern, according to the setup on the Service Tyre Rotation (TRR) code. The complete rotation is done in a single movement, by entering the appropriate code.

SSL Network Bridge



The new Embrace Secure Socket Layer (SSL) Bridge connection is ideal for environments with unstable network connectivity. The Network Bridge retains a user session even if connectivity is lost, enabling users to proceed with processing.

Infrastructure costs are reduced as neither Citrix nor Windows Terminal Services are required. All Embrace traffic is 128 bit encrypted and Secure Sockets Layer (SSL) for telnet is also available. The Network Bridge together with the Rollback function provides robust user session handling.



Tread readings (Inner, Middle, Outer) can be recorded and standard Tyre Rotation and Tread reports are available. This feature enables you to reduce costs, enhance vehicle and driver safety, and improve tyre performance.

Service Scheduling "Weeks" and "Days" have been added. First service intervals can be different from subsequent intervals if required. Services can be performed independently of each other or combined. The Service Log Book displays "Missed Services" and "Services done." Update of service date is based either on the job open date or the job close/invoice date. Crediting removes the service history stamp and prevents re-invoicing the same job for the same service, while recording the original service date.

Service Jobs Allows amendments to units on jobs. Multiple units can be sent out and received.

Compelling Reasons to Upgrade to Embrace Version 14:

- Improve your business competitive advantage as new versions enable you to be updated in line with the latest & greatest innovations, leveraging increased opportunities
- Save time, ensure compliance, accurately record, report and balance VAT related transactions
- Embrace enhanced reporting tools and analytics, to effectively harness and leverage data to make informed business decisions
- Unlock the business benefits of the new Embrace Mobile App, enabling you to access your embrace business information as easily as if you were at your desk.
- Embrace the Digital Transformation with leading edge technology
- Increase network reliability and security with the SSL network bridge
- Reduce future costs of upgrades and service packs



Merck embrace enhanced functionality in Version 14 to support business procedures, drive revenues, grow market shares and increase business performance.

The Company

Merck is a leading science and technology company in healthcare, life science and performance materials. Around 50,000 employees work to further develop technologies that improve and enhance life – from biopharmaceutical therapies to treat cancer or multiple sclerosis, cutting-edge systems for scientific research and production, to liquid crystals for smartphones and LCD televisions.

Merck South Africa is a local subsidiary and has been active in the Sub-Saharan Africa Region since 1971. Embrace was first implemented in 1991 to meet their complex, challenging and cutting edge business requirements.

From the Forefront to the Front Line - Why Upgrade? Rands and Sense

“Upgrading to the latest version makes Rands and cents.” Merck have always been committed to having up-to-date software and typically implements upgrades or service packs twice a year. *“We prefer to stay at the leading edge of technology and run the latest version of the software. This also helps ensure low long-term maintenance costs”.* – Paul Palm, Director Information Services, Merck (Pty) Ltd.

The new “User Exit” approach to customisation in Version 14 will also significantly reduce the cost of future upgrades, which will free up budget for new projects and contribute to cost savings to the company.

Streamlined future upgrades and service packs

Cost is not the only consideration when upgrading. The impact on staff, both IT and Business, also needs to be taken into account. The new method of customisation in Version 14 will significantly shorten timelines and reduce the effort involved which is essential in a dynamic, changing environment like Merck. *“We are sometimes forced to accommodate Business requirements during upgrades and then have to manage change in the existing environment as well as the upgrade environment. Reduced timelines will allow us to manage these challenges more efficiently in future,”* adds Paul Palm.

Reduced future risk

Every time a programmer touches the code there is the chance that something could go wrong. Merck believe that the new approach, with minimal re-customisation, will reduce this risk in the future.

New functionality

The new and enhanced functionality in Embrace was another major reason to upgrade, specifically the VAT IT14SD; the new configurable approach to ADE (Automatic Date Exchange); the rewritten Cash Book; the Creditors online reconciliation; and Workflow.

Significant time and effort is required to collate the information to support an IT14SD audit, making it imperative for Version 14 to be implemented before the start of their new financial year, which is 1st January.

The new configurable approach to ADE will be valuable when implementing new interfaces in the future. Requirements for change are not only driven by Merck, but also by the third parties they interface to. Making changes to accommodate these requirements has, in the past, been costly and required a lot of testing. *“Version 14s’ integrated, configurable approach will significantly reduce this cost and minimise potential disruption to the business,”* states Paul Palm.

Why Run the Risk of being a Beta Site?

High Level of support

Merck has beta tested new versions many times in the past, to gain access to required new technology and features in Embrace. *“Being the guinea pig can be a bit scary but the risk is offset by the high level of support we receive from ACS during the process,”* adds Paul Palm.

Trust

Trust is a key element in any relationship. Merck have been business partners with ACS for 24 years and trusted ACS not to let them down. They accepted the risk that things could go wrong, but also expected that any issues encountered would be resolved quickly and with minimal disruption to the business.

Why Merck?

Merck Embrace Most Modules

Merck is a good environment for testing Embrace as they use almost every module, including Manufacturing and Service. **If Embrace Version 14 can make it there, it will make it anywhere!**

Complex Environment

Merck is a particularly challenging and complex environment, especially when it comes to third-party interfaces and has two different outsourced environments.

The Pharmaceutical division uses a number of third-party distributors who manage their stock and sell on their behalf. All inventory and sales transactions are imported back into Embrace.

The Chemical division has outsourced their warehouse management to a third party. This embraces an extremely complex interface as each inventory transaction is transferred, real time, between Merck and the third party.

Merck also has a significant web presence, taking orders from the web and interfacing them into Embrace.

Other considerations were that Merck had documented UAT procedures on file, skilled staff, a strong management team, previous experience as a Beta Site and were comfortable that they would receive a high level of support during the process.

Merck Embrace the Upgrade Implementation Process

Once the decision was made to go ahead with the upgrade, a "go live" date needed to be set. With year-end in December, the only window of opportunity was October 2015.

Tight Timelines

It was agreed that despite tight timelines the project was do-able. The biggest challenge was to estimate and commit to the re-customisation deadlines, which was a critical element in the plan as training and UAT had to be scheduled around Merck staff's commitments. Addressing any issues discovered during UAT would require additional time.

Preparation for UAT (User Acceptance Testing)

While ACS was busy with the re-customisation Merck prepared their testing and signoff schedules for each Embrace module.

Steering Meetings

The regular monthly steering meetings were expanded to include senior management who would be co-ordinating the UAT, to help ensure their buy-in and commitment.

Managing the Training Schedule

The Version 14 training sessions were conducted as overview sessions, rather than hands on training which allowed for bigger classes and reduced the time spent in training sessions.

The UAT environment, populated with live data from the previous month end, was ready before training commenced. Users were encouraged to start testing shortly after training so as to consolidate the new content, which proved to be most successful.

Managing UAT

It's easier to test when you know what you are testing! Setting up test plans removed the fear of testing and made it easier to ensure that everything had been properly tested. *"In the past we left it to the users to test and let us know if they were happy or had any problems. The results were extremely erratic and we frequently experienced problems after go live which could have been avoided. Now we have a schedule of tests, with a signoff sheet, ensuring that all elements have been properly tested,"* explains Paul Palm.

These test schedules were also very useful for re-testing problems that had been reported and fixed and helped to ensure that all errors were retested before signoff.

There was also a schedule for signoff, with commitment to testing by specified dates. This was used to manage noncompliance and escalate issues to the executive team for assistance when required.

This signoff made a huge difference to the end result as users felt more responsible, accountable and tested more thoroughly.

The executive team played a critical role in the success of the project, especially towards the end when timelines were getting tight and the "Go" or "No Go" decision needed to be made. They helped set priorities and motivate their teams. *"We would not have achieved our dates without their support!"* – Paul Palm

Go Live and Handholding

D-Day dawned and as expected, was chaotic, especially the first few hours. Five ACS support staff were on site to assist. Most of the initial problems were quickly resolved and the list almost clear by close of day.

Two test areas were set up, one running version 13.1 with the old customisations and the other version 14 with the new customisations. Both areas were created from live data before go live and proved invaluable when testing issues. By the end of the week operations had normalised and all additional ACS support staff were off site and outstanding issues resolved behind the scenes without much fuss.

"All in all the upgrade went well and exceeded expectations!" lauds Paul Palm.

Financial Yearend

The financial yearend went through smoothly. The UAT process was used to optimise procedures and train staff, with the result that pricing imports, standard costing roll ups and revaluation in the new year was completed within 3 days. Previously this process had taken weeks to complete and was frequently problematic.

Best Upgrade Ever!

Merck's IT team and ACS were showered with compliments from all departments, impressed with the smooth transition to version 14 and claiming that this had been the best upgrade ever!

"This new platform will enable us to embrace the digital transformation, take advantage of self-help apps and improve customer satisfaction!" concludes Paul Palm.



FAQ

Q: How much server memory is required to run Embrace and Universe?

A: Memory configuration is the single most important factor when configuring a server for Universe and Embrace. You can never have too much memory! Any excess memory available on the system, is used by the disk sub-system to cache or buffer data, thereby dramatically improving read and write speeds. Our recommended minimum configuration for memory (RAM) is 16GB for the operating system plus 1GB per user. For example, a 100 user system should have 116GB of main memory or RAM.

Q: What is more important in the Embrace environment - the number of processors, or cores or the CPU speed?

A: Whilst the system is in a multi-user mode, typically the scenario during normal trading hours, the number of processors or cores is most important as the work load can be spread across all the processors or cores. For most transactional programs CPU speed is not that important. When it comes to day end and month-end processing or other large batch jobs and calculations such as MRP runs or General Ledger financial statement calculations, these tasks can only be assigned to a single processor/core or thread in the CPU so the CPU speed totally determines the speed at which the job can be processed. In cases where day-end processing time is a concern, CPU speed, together with generous memory allocation, can make all the difference.

Harnessing the Power of Business Intelligence



ACS-Embrace and Decision Inc. have partnered to bring QlikView software to Embrace clients.

Embrace is an operational system chock-full of operational and transactional data. It gives you an exact view of your business from an operational perspective, delivering operational insights. Clients have often enquired after how they can tap into the rich pool of data sitting unexamined in Embrace to conduct in-depth analyses to generate comprehensive information that can deliver high-level insights into their business. The quick answer: Business Intelligence Tools. "BI tools have reached a level of maturity which can elevate executives from the depth of the details, bringing them to a higher operating level where they can add strategic value to the organisation."

Why QlikView?

QlikView is a highly productive and dynamic business intelligence tool which allows for rapid and cost-effective deployment whilst delivering swift and seamless business insight. It also has the added advantage of being remarkably easy to use.

Organisations require a solution which moves at a pace as swift as their own. Agility is key – any implementation must deliver information quickly and in an easily understood format that has immediate value. For ACS-Embrace clients, QlikView makes a lot of sense in our current market economy as it hands the business the tools it needs to effectively harness and leverage data in the right way.

The relationship between ourselves and Decision Inc. has allowed us to forge a strategic partnership which adds credibility and depth on both sides. This alliance gives us both the ability to expand on what

we can create for clients and the solutions we can deliver.

QlikView lends itself to environments where businesses are looking to improve processes and make more informed decisions. In addition to its ease of use and scalability, QlikView is a leading tool in data discovery – being one of only 3 technologies included in the 'Leader's Quadrant' for [Gartner's Business Intelligence and Analytics Platform Magic Quadrants](#).

"QlikView is highly rated for ease of use, complexity of analysis and business benefits. Compared with its chief competitors, QlikView scores significantly higher on complexity of analysis – which we attribute to its stronger ability to support multiple data sources, a robust calculation engine and associative filtering and search." Gartner - 04 February 2016 | ID:G00275847

QlikView isn't just a silo approach; it is a platform which can be used by all departments and throughout all areas of the business. Decision Inc.'s client base ranges from a small number of users to clients that have over 700 users across the organisation.



Who is Decision Inc. and what does the company bring to the table?



Nick Bell , CEO - Decision Inc.

We are an information advisory, execution and enablement firm. We illustrate the value of data and how this can be used across all areas of the business, from capture to management to storage to measurement. We believe that access to the right information is critical to decision making.

We use a multi-technology approach and assist our clients in gathering valuable information from across platforms and technologies instead of being limited to one vertical application or solution.

In addition to our strong technical delivery, with more than 100 consultants, we also work with clients in an advisory capacity. Our skills extend into a number of industries which include mining, manufacturing, distribution, retail, financial services and the functional areas in departments such as procurement, sales, human resources and finance.

Our technical skills are balanced by our advisory capabilities and this, we believe, is a key catalyst for our clients.

Some of the organisations which have utilised our services have doubled productivity since implementing both our technology and advisory solutions - a great example is SAB which had a return on investment three times over in only the first three months of implementation.

Decision Inc. brings a great mix of experience, focus and technological proficiency to meet the challenges clients are facing in the current market and economy.

Our approach is to assist clients through the process - defining strategy, understanding decision making capabilities and assessing the maturity of the business. Our solutions are built on best practice methodology using the tools used by high performance organisations.

ACS -Embrace clients will have access to our Performance Accelerators - pre-built solutions which have been designed using a significant body of research and expertise. They are crafted to meet the challenges of specific areas around sales, finance, human resources, procurement, manufacturing and supply chain.

Rapidly deployable, these accelerators can be implemented in a matter of weeks, providing much needed insight within tight time frames and at reasonable price points. Using embedded best practice and the extensive experience of Decision Inc., they allow for improved decision making through a single approach which saves money and delivers an immediate result.

The synergistic relationship between Embrace ERP and QlikView BI can indeed be the perfect storm, igniting improved performance and visibility.



FAQ

Q:What raid configurations should I use with Universe and Embrace?

A: In order to provide both fault tolerance and high performance, both Universe and Embrace recommend the use of Raid 10.

Raid 10 provides full disk mirroring which means that should a drive crash, the data will be secure. This is because a mirror copy of the data is available and the system will automatically switch over to use the mirror copy without any user interruption.

Raid 10 also stripes the data across all the disk drives configured in the drive array, which increases throughput as multiple drives are tasked with the read or write request and each drive can process part of the task simultaneously to the other drives in the array.

Note that raid 10 requires double the amount of disk for the required space.

Raid 5 should not be chosen as although it provides good fault tolerance, with an economical use of drives, it performs particularly badly when used with relational database structures that have high transactional demand.

Q: Will Solid State Disk Drives (SSD) make a difference to Embrace performance?

A: Very much so. Embrace is a highly disk intensive suite of programs, delivering information in real-time. Speeding up disk access means faster processing and will make an enormous difference to overall system performance.

FAQ Continued..

Q: Would you recommend the inclusion of Solid State Disk (SSD) Drives in our server configuration?

A: Yes, we recommend that both the operating system drives and the LIVE Embrace data drives be configured with SSD drives. Although they are still an expensive commodity, they are well worth the investment. Remember they are not fault tolerant in themselves even though they have no moving parts.

SSD drives should still be configured in raid 10 arrays for maximum fault tolerance and performance. Drives are readily available in both 1TB and 2TB sizes with 10 year warranties and are roughly 4 times more expensive than SCSI drives.

Last Word

"In the end, all business operations can be reduced to three words: people, product and profit. Unless you've got a good team, you can't do much with the other two."

– Lee Iacocca

embraceTALK

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Client TALK - Celebrating Significant Milestones

ABES (Hudaco Group) and ACS-Embrace celebrate a 15 Year business relationship, where Embrace has been the cornerstone of their business strategy.

From left to right: Ruth Hale, Warren de Douallier, Jayne Kyte, Danie Venter, Steve Wookey and Dave Allman



Value Logistics celebrate a 5 (7) year business relationship and embrace the robust component of their corporate solution.

From left to right: Clive Sack, Mano Padiyachy, Greg Best, Samantha Blihnaut and Heilet Cloete

Equipment Spare Parts (ESP)

celebrate 15 years of optimising Embrace for growth and competitive edge!

From left to right: Keith Currin, Viv Wright, Mark Behrens, Steve Wookey, Andrew Grobler and Marlene Murfin



Welcome to the Embrace Family

It gives us great pleasure to welcome Polydrum and Contract Truck Hire into the Embrace family and wish them every success as they embrace the extraordinary business benefits of their new ERP solution. We look forward to celebrating our successful partnerships and significant milestones in the future.

