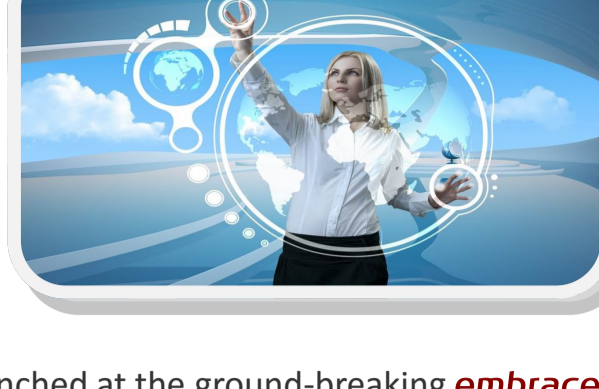# embrace the future

Customer Convention

Embrace version 14 was launched at the ground-breaking **embrace the future** Customer Convention earlier this year. The event proved to be a huge success and we take great pleasure in sharing some of the highlights with you.

Tea/Coffee/Registration

Despite the weather we were off to a great start with hot coffee, tea, breakfast snacks and great company.

Steve Wookey, MD, ACS-Embrace, welcomed delegates to the Convention, thanked them for their support and outlined the exciting program for the day.

Embrace Release 14 Highlights - Ian Foster, Sales Director, ACS-Embrace

This presentation highlighted the new developments, enhanced functionality and boundless business benefits in Embrace Release 14.

The VAT IT14SD functionality was extremely well received as it will save time, ensure compliance, and accurately record, report and balance VAT related transactions.

Delegates were shown how the SSL network bridge will increase network reliability and security, while "user exits" will significantly reduce the cost of future upgrades.

"I thoroughly enjoyed the Embrace 14.0 launch and was pleased to see that ACS-Embrace is introducing so many new exciting features in the latest release, especially the new VAT features and SSL Network Bridge.

What really excited me though, was the partnering of ACS-Embrace with Decision Inc. and EAI South Africa. The scope of what can now be offered to customers is really amazing and is clearly taking Embrace to new heights." - Enoch Wilcock, Managing Director, WABCO Automotive SA

Embrace Release 14 Implementation Case Study - Paul Palm, Director Information Services, Merck (Pty) Ltd.

Paul Palm gave an interesting and informative account of the upgrade implementation at Merck. He discussed some of the lowlights, highlights and benefits. He described some of the challenges experienced so that others could learn from their mistakes. Paul also stressed the importance of "planning" and "user acceptance testing".

"All in all the upgrade went well and exceeded expectations. The new platform will enable us to embrace the digital transformation, take advantage of self-help apps and improve customer satisfaction!" - Paul Palm

Embrace Enhanced Reporting with Qlikview - Nick Bell, CEO, Decision Inc.
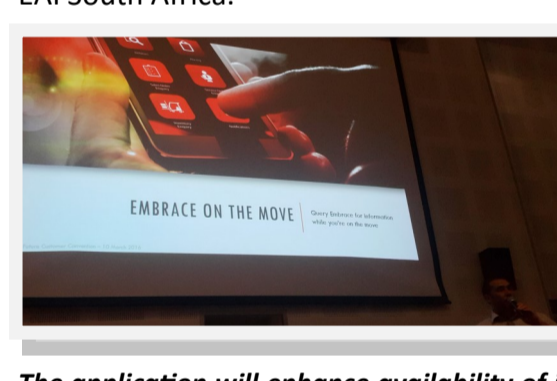

Nick demonstrated that QlikView is a highly productive and dynamic business intelligence tool which allows for rapid and cost-effective deployment whilst delivering swift and seamless business insight. It also has the added advantage of being remarkably easy to use.

ACS-Embrace clients will have access to Performance Accelerators - pre-built solutions - which will provide the tools to effectively harness and leverage data almost immediately and in the right way.

"QlikView is highly rated for ease of use, complexity of analysis and business benefits." - Gartner

The Business of Disruption with Embrace Mobility - Francois Flamengo, CEO, EAI South Africa.
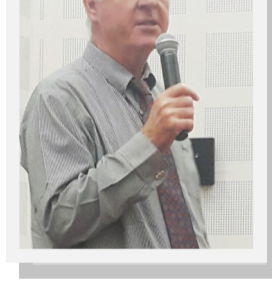

Francois showed how Embrace mobile apps will enable companies to benefit from improved quality of service, greater productivity, deeper business relationships, competitive advantage, and more accurate data capture.

"The mobility application and planned development thereof was definitely a highlight!"

The application will enhance availability of information that will in future be available at your fingertips! Sales representatives in any company will be able to increase their productivity levels by using the new business application.

The application will also add value to company executives who are quite often out of the office but will have the functionality to still know what is going on in the business." - Nico Smit, Chief Financial Officer, Union Tiles.

Keynote Speaker - Clem Sunter - Scenario Planning to "embrace the future"

"Clem's keynote address was insightful, thought provoking and presented with his wonderful ease, depth of knowledge and great sense of humour." - Mark Behrens, ICT Manager, ESP Africa (Pty) Ltd.

Scenario planning is about looking at the future, by telling plausible stories of what can happen, rather than trying to forecast what is going to happen. Company executives prefer to identify the flags that are changing the game and then play out the scenarios. The big-picture vision of the future that Clem Sunter offers is what industry executives need to ensure the strong growth and evolution of their businesses.

"Thinking like a fox is very much like being a scenario planner," Sunter states. "Foxes look at the environment to see how it's changing and are quick to respond — in light of the tough economic times, businesses need to constantly adapt to changes in the market. This will enable them to *embrace the future*."

Delegates embrace a great Convention

This is what they had to say:

⚡ *"A well-presented and executed convention. So many developments that will add value to any business.*

Congratulations to the ACS development team on a well improved Embrace version 14!" Nico Smit - Chief Financial Officer, Union Tiles

⚡ *"............... After a tasty finger lunch, various presentations went into more technical detail of the morning's overviews. Of specific interest to me was the presentation by Steve Wookey of the Embrace bridge for WAN connections which will greatly improve the security and speed of remote site operations."*

All in all, a very informative day which left me confident that the product was in capable hands and had an exciting future." Mark Behrens, ICT Manager ESP (Equipment Spare Parts) Africa (Pty) Ltd.

⚡ *"We are very excited about our partnership with ACS-Embrace. Key to this partnership is their vision of taking the product into the digital environment, something that very few vendors have been able to realise. With new additions of mobility and analytics as part of the product offering, ACS-Embrace is positioned uniquely as a technology that is adapting quickly to the future demands of their users."* - Nick Bell, CEO, Decision Inc.