

## Editors Note

Welcome to our first newsletter of the year. 2017 certainly kicked off on a positive note and we have seen a lot of activity in the marketplace. Embrace Version 14 has taken our Embrace community by storm and our cover story explains why.

Currently implementing the latest version is Astore Keymak, a member of the Hudaco Group, and we take great pride in presenting a case study on how they **embrace** enhanced performance, profitability and growth!

Our special feature explores how Astore Keymak, along with many other businesses who do not need a complex MRP solution, simplifies the process with the Embrace "Kitting" solution.

On a personal note, my highlight of the year to date, has been a visit to "Techdom", to meet and interview the young, creative and dynamic members of our Embrace Technology Team. Tapping into their vision, we were able to discover more about the revolutionary technologies the team are researching, developing and implementing which will accelerate Embrace to the forefront and we take pleasure in sharing this interview with you on page 6.

Also, just in case you missed it, **Embrace has gone Social!**

Follow us on the different social platforms to stay current with the latest ERP and ACS-Embrace news.

*Jeannette*



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Photo - Embrace Version 14 R&D Team:

Front Row (left - right) : Julie Suddaby, Laxmi Natha & Angela Krige

Back Row (left - right): Johann van Rooyen, Steve Wookey (MD) & William Hill

## Clients embrace Version 14

Version 14 is currently taking our Embrace community by storm! This is hardly surprising, considering all the added functionality, redundancy, innovation and security features that Version 14 brings to the table. This, the latest version of Embrace, has already been successfully beta tested and deployed at a number of client sites, with another three sites about to "go live". Training has been completed and user acceptance testing (UAT) is in the final stages. To facilitate the process and reduce costs, these three clients collaborated on the upgrade and user training was a combined event. You may well ask, "All three client sites, going live, simultaneously and within months of Version 14 being released? Is that not a little risky?" Apparently not, as all are confident that any bugs or issues that could be associated with a new version will have been identified and resolved by now. Also the Embrace implementation teams have the experience and expertise to ensure a smooth transition, so why wait?

While a case study on the successful implementation of Version 14 has already been published, we thought we would share some insights into some of the business benefits anticipated as well as those already realised.

Most clients have a number of business-critical software customisations and have been unanimous in proclaiming the "user exits" to be one of the biggest benefits and cost justifications for the upgrade. Even though there is no software cost for a new version, implementing the upgrade is still a costly exercise. Historically, the biggest cost, during upgrades, has been migrating the customisations. Going forward, this cost significantly drops as Embrace Version 14 introduces new components for custom development, aimed at achieving zero customisations directly in the standard Embrace source code. Customisations are now coded in external "user exit" routines, reducing

the risk, timelines and costs for subsequent implementations of service packs and version upgrades.

The new Embrace SSL Bridge connection, which retains a user session, even when connectivity is lost, was cited as another key benefit. This, together with the transaction logging rollback function, provides robust user session handling.

Another major benefit is the VAT IT14SD functionality which provides supporting detail for the completion of the SARS IT14SD return with VAT figures that tally to the company's Annual Financial Statements. This will simplify the entire process, enable easy and accurate reporting, balance and statistical analysis as well as significantly reduce time spent on audits.

Added to the list is the wealth of new and enhanced functionality and efficiencies that users have gained and will gain access to. To further optimise the Embrace user experience, a number of key enquiries have been updated and modernised, making full use of the wider screen formats which are now in common use on client PCs and laptops. These improvements to user interaction, enhancements to workflow and new business processes all in turn help facilitate efficiency and increase productivity.

Staying current with the latest technology and innovations also makes a statement about your business – **"It hasn't stood still over the past five, ten or fifteen years – and neither has the ERP software that you run it on!"**

And, for that, we thank and recognise all those behind the scenes, namely our R&D team – pictured above. They conducted extensive research, embraced your input and worked tirelessly to tight deadlines to deliver a ground-breaking version of Embrace ERP software that truly does **"embrace the future"!**

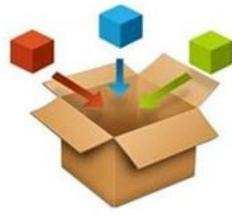
## Did You Know?

The Embrace ERP Software package includes a fully integrated Kitting and Reconfigures Module.

### Key Benefits Include:

- Implement a simple manufacturing process without all the overheads of a full-blown manufacturing system!
- Kit or reconfigure one or many components into a single separate finished product - either for stock or directly for sales orders
- Easily create robust, flexible and customisable Bills of Material (BOM) or on-the-fly assemblies
- Setup predefined units such as stock, labour, sub-contract work and consumables to make a finished product
- Track kits, components and reconfigures as part of routine purchasing processes, gross requirements calculations, inventory management, item/component reservations or allocation, and order promising
- Procurement can use the demand generated by the sub components and not the final product to generate the planned purchase orders
- Save time and ensure accurate and profitable pricing with all costs - including inventory items, packaging, labour, outwork and transport - rolled up into the finished product

## Special Feature - Improve Cost Control and Operational Efficiency with Embrace Kitting & Reconfigures



**embrace**  
Kitting &  
Reconfigures

### Enable the effective conversion of inventory items into a saleable kit or reconfigured product with full cost and forecasting visibility!

Enterprises do not always require complex manufacturing solutions, but rather a simple and managed process that enables them to combine several components from inventory and sell them together as a complete saleable kit or finished product. The flexible Embrace Kitting and Reconfigure Module does all that and so much more, giving you complete consistency and process integrity from order to invoice.

A "kit" or "reconfigure" is a simple conversion of stock items and other added value items into a saleable end product. This is done by using bills of material (BOM) with the optional incorporation of out-plant operations.

### Accurate and flexible costing

All costs associated with building the kit or reconfigure, including inventory items, packaging, labour, outwork and transport are rolled up into the finished product, dramatically improving product costing as well as subsequent pricing of products and the kitting process. Average, Fifo and Standard costing methods are updated and are available at all times. Based on current component costs, and the costing method used, Embrace provides a new finished cost and suggested selling price for each kit or reconfigured product. System flexibility allows for prices to be manually adapted for changing circumstances, saving time and helping to ensure accurate and profitable pricing.

### Tight Integration

The module seamlessly integrates with Embrace inventory, purchasing, sales, backorder processing, forecasting and accounting functionality. End-to-end integration, with real-time visibility throughout the process enables distributors, assemble-to-order industries, and other light manufacturers to

concentrate on other critical business issues without getting tied up in complex manufacturing processes.

Whether products are made to stock (reconfigures), made on demand (kitting) or a combination of the two, Embrace controls the inventory, and provides visibility on sales, margins, availability and anticipated current and future component inventory requirements. Work in progress is updated throughout the process, providing accurate measurement of accumulated costs. Cost rollups are accurate and transparent. There are multiple enquiries and reports showing costs and recoveries.

Forecasting uses the demand created by the components rather than the final saleable product for procurement planning, to ensure that components are available as and when required. Real time enquiries and reports can be used to plan what materials are required for the reconfigures. If a Bill of Material is available for the finished product all components are displayed immediately.

### Customisable and Robust Bill of Material

Each time a reconfigure is created a preconfigured Bill of Material can be used, either as a forced set of components or as an optional guide. The Bill is a list of parts with quantities, (such as kit components and packaging), resources (such as labour used to reconfigure each kit), associated operations, (such as set up fees or outwork), and any additional charges or comments.

Though many kit items may use standard components, the flexible Bills of Material can be optionally modified to meet the special needs of a



customer or for specific jobs. If no Bill of Material exists for a new or specific reconfigure or kit, the Bill of Materials can be created on the fly by entering all the components and associated charges. The system provides additional flexibility by allowing pre-defined substitute components to be used or non-stock items to be added to a kit Bill of Material. The ability to modify and manage Bills of Materials to reflect different product and material scenarios empowers more effective make-or-buy decisions. Embrace preserves the sales history for all previously reconfigured or kitted products whilst retaining an audit trail of each revision recorded against every kit Bill of Material, providing simple and accurate management of each kit or reconfigured product option.

### Integrated Item Tracking with Lot & Serial Control

Kitting and reconfiguring also works with serialized or expiry date inventory tracked according to lots or batches. The components, the completed product, or both may be serialized or lot numbered, for greater inventory control. For example, all the kits or components used for the reconfigure of a finished product, packaged on a particular day, by a particular person, can be assigned a specific lot and/or serial number.

### Ensure sufficient stock on hand

Tracking the exact amount of materials used during the reconfiguring or kitting of a product is critical for cost calculations, accurate accounting, and maintaining adequate levels of inventory.

Embrace identifies materials needed for each finished product and automatically reconciles material kit requirements with the inventory system to ensure materials are available, and consumption is accurately accounted for on a job basis. Available stock is issued when the reconfigure is created and the balance placed on backorder.

### Finished Product and Component Receipt

Finished product receipts record both the quantity of finished products which have been made and allow for components that were not used to be taken back into stock. Amendments to additional charges can be processed and by-products can be received into stock.

### Enquiries

Embrace enables access to real time inventory and sales information about kits, reconfigures and their

components, with full integration to item availability calculations and item tracking. Multiple enquiries are available for planning, tracking the progress of the reconfigure, work in progress and reconfigure costing. Some examples include:

- Reconfigure transactions by part or product number, supplier number, supplier name and reconfigure number
- Kardex will show all issues to kits and reconfigures as well as component and finished goods receipts
- Stock status – “the heart of Embrace,” shows reconfigures in process with drill down into details
- Reconfigure and kitting material required and reconfigures where used
- Forecasting enquiries

### Reporting

Extensive reporting is available including outstanding kits and reconfigures by supplier and by product, reconfigure work in progress valuations, in summary and detail, outstanding reconfigures with bills of material and reconfigure component shortages reports.

Specific reports can be generated on kit or reconfigure profitability including comparisons between margins for items sold as kits or as individual components.

Embrace Kitting and Reconfigures removes the complexity from light manufacturing and puts you in control, giving you the peace of mind that comes with control.

**If you are looking to streamline and manage the entire process, simply, to improve inventory control, cost control, productivity and efficiency, then the Embrace Kitting and Reconfigures module is the perfect solution for you!**



## Embrace Clients use Stock Reconfigures and Kitting for:

- Assembling of individual items into ready to sell kits instead of picking and packing those individual items as orders are received
- Streamlining and creating an effective process to assemble stock or parts into saleable items
- Visibility and traceability of costs and quantities making up that saleable item to make sure all costs are taken into consideration when calculating selling prices
- Accurate planning and execution of specific items to be configured and built for sales
- Accurate and transparent costing as all costs, including stock items, packaging, labour, transport and outwork charges, are rolled up into the finished product
- Streamline and manage the entire process, simply, to improve inventory control, cost control and productivity

## Astore Keymak *embrace* enhanced performance, profitability and growth!



### The Company

Astore Keymak – a member of the Hudaco Group - is the leading supplier in Southern Africa of the most comprehensive range of thermoplastic pipe fittings, valves, pipeline accessories and plastic welding equipment. Quality products are supplied to most industries including mining, manufacturing, chemical, irrigation as well as all industries utilising pressured piping systems.

The company also manufactures quality plastic pressure fittings under the KEYFIT brand name which conforms to recognised local and international standards, and includes compliance with the ISO9001 standards.

Keymak, recently acquired by the group, manufactures PVC mining hose, anti-static hose, gas hose, fire reel hose and dragline hose - for use in mining, industrial and agricultural applications and holds both SABS and ISO certifications.

The company's success has been achieved through forging close relationships with customers and by providing integrated solutions which combine product excellence, complete technical support and dedicated customer service. The company's marketing strategy has been based on the principle of analysing customer needs and maintaining adequate stock to supply the right material for an application at the right price, without sacrificing quality and performance for the end user.

### The Challenge

#### Prior to Embrace

Prior to implementing Embrace, Astore were using two separate systems - an ERP and stand-alone Point-of-Sale system. The two systems were manually updated at night and the day-end was run the following morning, which meant that users could not transact until it was complete. As it was not an on-line, real-time system management and users did not have access to live sales, stock, debtors and other critical data.

The company performs many inter-branch transfers (IBTs) and users never had a true reflection of up-to-date stock status or stock location. Branches were often out of stock on their "bread and butter items", causing customer frustration and loss of revenue.

#### Rapid growth

Astore Keymak were expanding their branch networks and acquiring new customers. This rapid growth brought increased pressure and Management realised that its systems were no longer suitable and that a lack of control and flexibility were, in fact, starting to restrict growth.

"We reviewed our old systems and, in terms of running a modern business, their deficiencies were evident," says Andrew Smith – Financial Director. "For instance," he notes, "we did not have access to real-time information, nor visibility into stock status which prevented us from making critical business decisions."

#### Meet current and accommodate future growth

The company sought a single, centralised and integrated manufacturing, distribution, sales and financial application that was configurable, customisable, quick to implement and scalable for both current and future operations. The new solution also needed to be cost effective to implement and to maintain.

### The Solution

#### A fully integrated, single, centralised, "live" system

To provide the crucial management control required, Astore Keymak selected the Embrace end-to-end, fully integrated ERP system and implemented all the modules to embrace financials, forecasting, procurement, manufacturing, sales and distribution, along with a 64 concurrent user license.

"Many different systems were considered but no single standard package could meet the company's complex requirements. Embrace was the closest fit and had the most comprehensive functionality, but the biggest plus was that it could be configured, customised and tailored to an exact fit for our business, easily and cost effectively", explains Shane Rheeder – IT / Systems & SHEQ Manager.

#### Embrace a simple and managed manufacturing process

Within Astore Keymak, several components are combined to produce one product, such as a valve or hose. The company did not need a complex manufacturing solution, but rather a simple and managed process that combines several components, packaging and labour, with all the costs rolled up into the finished product.

The Embrace Reconfigures/Kitting module met these requirements. Users are able to set up a BOM (Bill of Material) beforehand, which immediately pulls into the transaction and when issued goods are not sufficient, Embrace produces an "exceptions report". Typically there are no "exceptions", as Embrace Forecasting uses the demand created by the components rather than the final product for procurement planning and produces reliable suggested reorder reports which are easily converted into orders.

### The Benefits

"The biggest benefit to Astore Keymak is that Embrace is real-time, comprehensive and fully integrated! We no longer need to wait until after hours to run a sales report, a stock status report or any other report. We have access to accurate, reliable, real-time data at any time!" – Shane Rheeder – IT / Systems & SHEQ Manager



## Embrace Reorder Report resolves all procurement challenges

Embrace provides a suggested reorder report for both international and local suppliers and is run on a weekly basis. This used to be run on Excel – which was cumbersome, inaccurate and time-consuming. The company carries in excess of 12,000 line items and can receive any one product from three different international suppliers. Embrace tracks preferred suppliers, alternative suppliers and their lead times. **“The Embrace Reorder Report has resolved all our procurement challenges and enabled us to cut time for shipment ordering by 75%!”** notes Rheeder.

The ability to set “buyer limits”, on Embrace, has provided the company with better control. Limits are set per supplier, per category and per order, preventing buyers from placing orders above specified values, and should they exceed this limit an authorisation code is required.

Another key strength is that management has complete visibility, real-time, throughout the system, with drill down to source documents, and are able to see stock on order, shipments and expected arrival dates, along with stock status, per warehouse, per branch or for the entire company. Quick access to accurate information enables informed mission-critical business decisions to be made, ultimately affecting the bottom line.

## IBTs’ are now better and more efficiently managed

Embrace has enabled Astore Keymak to ensure that there is always sufficient stock on hand. “Before implementing Embrace we were always out of stock, especially on our bread and butter items,” explains Rheeder. **“Thanks to Embrace, that is now a problem of the past!”**

The movement of goods between the different branches was a frequent activity for Astore Keymak. Embrace provides the company with superior management of its inventory with goods in transit controls, stock enquiries across multiple warehouses and branches as well as inter-branch transfer (IBT) functionality.

With the previous system, IBT’s were difficult to control and if a branch sent stock to another branch by mistake or without the goods being requested, the branch receiving the goods, took the loss. Now, with Embrace “in transit returns” functionality, these costs are correctly allocated.

## Ensure the right stock at the right place, time and price

The Embrace “overstocked” report helps ensure that the right stock is in the right place at the right time and as each branch has the correct stock levels of all products, IBT costs have been significantly reduced.

In the event that a branch is out of stock of a particular product, Embrace “alternative stock” identifies which branch has the required stock and enables the product to be sold and delivered directly from that branch – saving the company costs and providing the customer with superior service.

## Streamline business process and consolidate financial reporting

“Embrace Reports are comprehensive and one of the biggest benefits, enabling us to manage the entire business,” states Smith. The reports are scripted into the day-end and relevant reports automatically emailed to the correct people every evening, saving a lot of time, putting critical information at their fingertips and reducing paper usage by at least 70%! **“We are able to get all the information we need from Embrace and in the format we need it. The information is accurate and consistent, and with real-time actionable visibility into warehouse, branch and business operations has enabled us to improve overall operational effectiveness,”** continues Smith.

## Superior service and support

Embrace has helped improve internal processes, along with key customer performance measures such as lead time, order fill and delivery performance, enabling Astore Keymak to exceed customer expectations and expand market share. **“Embrace has assisted us to transform our business into a well process driven business with process structures and balancing to ensure we meet our customer demands in offering a Quality product as well as a Quality service,”** adds Rheeder.

## User-friendly, flexible and intuitive

When first implementing Embrace, there was, as can be expected, a lot of resistance to change. However, due to the level of training received, users were able to quickly and easily master the Embrace system and have now been successfully converted. **“All new staff love Embrace! They like the interface of the screen and the ease of access to information as well as the reporting,”** states Rheeder. He further explains that following a short, 2 hour, training session, new users are fully trained and fully productive. Embrace is extremely user friendly!

## ROI

In terms of return on investment, Embrace has more than paid for itself! There has been significant time savings and overall operational efficiency has improved. **“Embrace is a sophisticated system with endless possibilities and has provided Astore Keymak with a competitive advantage that has allowed us to grow and expand,”** lauds Rheeder. We are almost totally self-sufficient and are able to bring new users, divisions and branches onto the system ourselves,” he adds.

**“Apart from improving the overall running of the business, Embrace has also had a major impact on the overall management of the business and has enabled us to meet customer needs and deliver dedicated customer service! Embrace helps us ensure that we maintain adequate stock to supply the right material for an application at the right price, without sacrificing quality and performance for the end user,”** concludes Pranesh Maniraj – Managing Director.

Astore Keymak is currently implementing the latest version Embrace. The upgrade will ensure the company continues to grow and expand by taking advantage of the latest technology and innovations, keeping business processes up-to-date and extending business capabilities – **“the possibilities are endless!”**



## FAQ

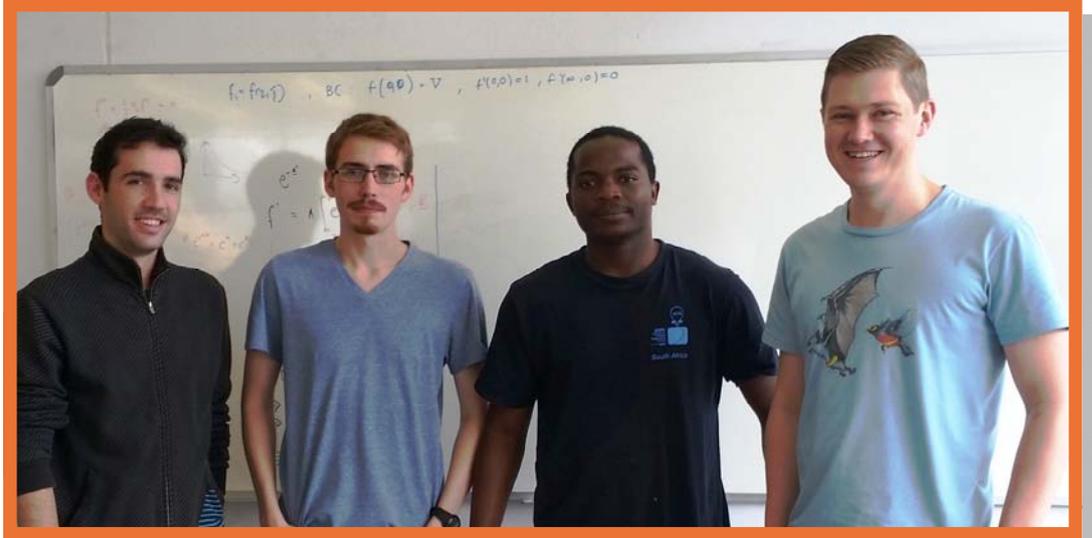
**Q:** There has been a lot of talk about “user exits” in standard package. Could you please explain what these are and how these will affect us?

**A:** User exits are “hooks” that have been strategically placed in likely sections of most programs in standard Embrace from version 14.0 onwards. This allows custom routines to be developed containing a client’s particular business logic. These routines then link into the “hooks” or user exits in the standard program and effect the custom logic without any change being made to the standard source code. The client then simply runs the standard programs and all their business logic is automatically pulled in.

In addition to the user exits being placed strategically in standard source code, standard routines, before and after every screen prompt in the system, have been created which allow for custom business logic to be added.

The benefit to this user exit approach is that implementing service packs or future version upgrades can, in most cases, be done without any changes to source code, thus speeding up the process, maintaining stability and cutting costs.

## Welcome to “Techdom” - Meet the Embrace Technology Team



The Embrace Tech Team - From left - right: Steven James, Craig Bester, Jackson Dyora and Dean Wookey (Team Leader)

Some time ago, ACS-Embrace looked at harnessing the power of young pioneering minds to research, develop, evaluate and implement new and revolutionary technologies that would accelerate Embrace to the forefront. Our quest to find these bright, creative and passionate tech enthusiasts led us to the universities, the incubation hub of innovative technology, where we identified four such students – eager and excited to join us - and our Embrace Technology Team was established.

Curious to know more about who they are and what they do, we embarked on a field trip to “Techdom” where we met with and interviewed the members of our young and innovative Embrace Tech Team. There are currently four team members, namely, Dean Wookey (Team Leader), Steven James, Craig Bester and Jackson Dyora. And all are current Computer Science students or alumni of Wits University. We take great pleasure in sharing their responses to some of our questions:

**What are your objectives?** Our main objective is to release a new version of the current Embrace Desktop, using new and existing technologies. The current desktop had to evolve rapidly with Embrace, as it grew, making it difficult to design for new features. Our goal is to create a new version which is current, reliable, secure and multi-platform.

**Have you decided what technologies you will use?** Nowadays there are many options when it comes to programming languages. We narrowed the choice down to either a web-based interface, or one written in C# or Java and finally chose Java. With the new JavaFX GUI library, Java is an attractive choice as it promises multi-platform capability, as

well as flexibility and power that are difficult to achieve with web-based applications.

**What is your plan for the upgrade?** We divided the upgrade into two parts and to enable us to first learn more about the working of Embrace decided to tackle an existing problem with the current Desktop as an intermediate step.

### Part 1 - Bridge Project

One problem clients face is intermittent network connections, which can cause entire sessions to be lost. An obvious solution is to detect and reconnect broken connections. One approach would be to add code to both the client desktop and the server in order to re-establish sessions. This, unfortunately, was not a practical solution due to different client and server languages, the availability of SSL libraries and the ability to access the underlying connection protocols.

Instead we decided to create a bridge between the client’s computer and the server. With the bridge setup, the Embrace Desktop on the client’s machine connects to their own end of the bridge, which then connects to the server’s end of the bridge, which connects to Embrace. In this way, if anything breaks between the client and the server, the connection can be re-established without the desktop or server ever knowing. Moreover, an additional layer of security, in the form of SSL encryption over the connection, has been added.

The main idea behind creating two projects was to enable us to incorporate the client side of the bridge, as a tested and reliable component, into the new Embrace Desktop.

The project has been a success. The bridge encrypts both Telnet and FTP traffic from the client Desktop to the server, and reconnects sessions which may have dropped.

This additional security enables clients to connect to the server, without having to go through a VPN, thereby eliminating some of the latency that comes with doing so.

## Part 2 - Desktop Project

The second part of the upgrade is the development of the new Desktop itself. For this part we are making extensive use of the current desktop's code. Our primary goal is to replicate the existing functionality in the current Desktop.

## What makes our Dynamic Embrace Tech Team Tick?

**Dean Wookey** joined ACS-Embrace at the end of 2013 as the technology team leader while working on his PhD in Computer Science at the University of Witwatersrand. Dean has recently completed his PhD, and in his free time competes in and trains students for programming competitions. His other hobbies include strategy games such as Magic: the Gathering, web development and fishing.

**Steven James** joined the Technology Team at the end of 2013 while completing his MSc in Computer Science at the University of the Witwatersrand. He is a lecturer at the University, and currently working towards his PhD in the field of Artificial Intelligence. Steven enjoys programming (obviously) and, when he's not working, watches more sporting activities than anyone on the planet - Mogul skiing being a firm favourite! He also has a love for animals, despite being allergic to most.

## Team Embrace TALK

We take great pleasure in **welcoming** and introducing our newest team member:

**René Kruger** joins our Projects Team as an Operations Business Analyst and brings 6 years of Embrace experience to the team. René was born in the little town of Ermelo, schooled in Kriel and went on to matriculate at Hoërskool Standerton. In 2006 René joined a large logistics company, based in Johannesburg, where she worked on the Embrace Helpdesk, assisting ± 400 users, which in the end transported her to the 'Embrace' family.

René enjoys reading, watching horror movies, crime & investigation programs and relaxing at home with her husband and "fur-kids".

The new Desktop will be multiplatform, capable of running on (at the very least) macOS, Microsoft Windows and Linux. We have also listened to feedback on the current Desktop, and addressed issues such as giving the user the ability to copy data from all fields in Embrace, a better user experience with grids, and "scalability".

**How soon can we expect the new desktop?** We can't say for sure at this stage. Much of the functionality is working already, however, there are a few more hurdles to cross before it can be released. We are working hard to produce a quality product that will stand the test of time and **embrace** new technologies.

**Craig James Bester** has been an invaluable addition to the technology team since joining last year. He obtained his BSc from the University of the Witwatersrand and is currently pursuing an honours degree in Computer Science. Craig is an avid competitive programmer, having won the international Student Cluster Competition (ISC SCC) in 2016, and enjoys his research in machine learning.

**Jackson Dyora** joined ACS-Embrace in January as part of the technology team and has already made several contributions to the Desktop project. Jackson's developing experience is in Java and Android, and in his free time he contributes to open source projects. Jackson is currently completing his third year of study at the University of Witwatersrand. He has one older brother and one younger brother and enjoys running, gaming and rock climbing.



## FAQ

**Q:** We are planning to upgrade our hardware and replace our Embrace server. Are there any Embrace software implications or anything we need to be aware of?

**A:** ACS has recently compiled a comprehensive guide to server configuration that addresses many of the issues being faced in the modern world of technology. The configuration guide deals with catering for a lot of the new best practices such as document archiving, high availability, fault tolerance, shadow copies, incremental disk backups and virtualisation. Please contact your sales representative for copies of this document and any further assistance required.

Please be aware that your new server will require that your Embrace license be re-issued, with your new server key.

**Q:** We are running multiple companies off one Embrace system and have allocated a certain number of user licences per company. Is there any way that we can control this and restrict users from exceeding their allocation?

**A:** Provided each company is running in its own project (Universe Account), you can set up a quota defining the maximum number of user logins and the maximum phantom processes per company. This is achieved through the Embrace PROJECT.MAINT program where the quotas are set against each project.

## Partner TALK

ACS-Embrace, together with Decision Inc. will be launching Embrace QlikSense, and we invite you to join us at this exclusive breakfast event. More details to follow.....

**embrace**  
**QlikSense**  
PERFECT SENSE  
**Launch**  
SAVE THE  
**DATE**  
**16 MAY**

## Last Word

*"Winning is not a sometime thing; it's an all time thing. You don't win once in a while, you don't do things right once in a while, you do them right all the time. Winning is habit.!"*

- Vince Lombardi

## embraceTALK

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## Outreach TALK - Team Embrace deliver joy and sweet dreams!



Ikhwezilokusa Home embrace joy and sweet dreams

The Embrace outreach team has been busy sewing pillow cases and personalising pillows for all at the Ikhwezilokusa Home. One of the meeting rooms at ACS House was transformed into a sewing centre as team members' setup sewing and overlock machines. The fabric was laid out, measured and cut to size, needles were threaded and the huge task of making 200 pillow cases began.

On the other side of the room, a personalised pillow was being allocated to each patient and care-giver. Their names, along with the meaning of their names, were etched onto these good quality and comfortable pillows.

Meanwhile other team members were out buying snacks, juices and other treats. These, along with the pillows and pillow cases were loaded into cars and the team set out to visit the home.

As always, the team were met with much excitement and received a warm welcome. Those who were able assisted in unpacking the cars and taking everything inside.

All the other patients were brought into the main hall where the team were able to address them and hand over the pillows. After that – it was party time! Everybody was thrilled to receive treats and to show their appreciation, the recipients started clapping and broke into song. For the team – this was an incredible and heart-warming experience!

In the interim, ACS-Embrace had purchased the many desperately needed brand new beds and mattresses for the home. The old beds were in a state of disrepair, mattresses were torn and springs were either broken or missing, all ensuring discomfort and very little sleep. In some cases, the children were sharing beds or even sleeping on the floor. The new beds and mattresses had been delivered the day before—so our timing was perfect! The children and adult residents all now have comfortable beds, mattresses and pillows and can look forward to a good night's sleep and sweet dreams.

Having witnessed many smiles and lots of clapping of hands we were able to **embrace** and share some of the joy and sweet dreams we had delivered.



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