PLM Weekly Summary

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Acquisitions

itelligence-group Reached an Agreement to Acquire a Majority Stake in FH, Brazil

3 October 2019

itelligence-group, a globally leading SAP consulting company within NTT DATA Group, is announcing that they reached an agreement to acquire a majority stake in FH S.A. (FH) to make its entry into the Brazilian SAP market. In line with the usual market rules and regulations, the closing of the transaction is conditional upon the receipt of regulatory approvals, including the approval by the Brazilian antitrust authorities (CADE), and satisfaction of other customary conditions. CADE's approval is expected to be granted within the next few weeks.

Founded in 1999, FH is one of Brazil's leading SAP consulting and development companies. Its SAP-based tax solution is in use by companies that together account for over 8% of Brazil's GDP. The company also has an excellent market position globally. FH is thus Latin America's leading vendor in the area of SAP's Customer Experience portfolio and has completed numerous successful SAP rollout projects in over 30 countries.

Norbert Rotter, CEO of itelligence AG: "For itelligence-group, a globally operating company with 26 subsidiaries of its own today, the acquisition of FH represents a strategic expansion into the Latin American market. We are gaining 700 SAP colleagues in 6 locations in Brazil, who will become part of a global team numbering 9,200. With FH's own IP, in conjunction with innovative SAP technologies, we will be well equipped to achieve further growth, both inside and outside Brazil."

With this acquisition, itelligence-group is expanding its presence in one of the currently strongest-growing economic regions in the world. According to IDC and Gartner, Brazil is the eighth largest IT market globally. It grew in 2018 by 9.8% and market analysts expect an above global average growth rate until 2024.

Due to increasingly stringent obligations regarding transparency and compliance, there is a high demand in Latin America's largest economy particularly for ERP software and financial management solutions. The two partners also see substantial growth potential in the areas of marketing, CRM, e-commerce, and for IoT (Internet of Things) solutions.

Ricardo Fachin, CEO of FH: "For over 20 years, we have built up know-how in various business processes in collaboration with our customers and developed software and service offerings to help people in companies engaged in various lines of business: manufacturing, agribusiness, retail, professional services, finance, and utilities. We make use of innovation in our efforts to simplify business processes for our customers. In 2018, we launched ECG, our cloud-based tax and e-invoicing software, and in 2019, we endowed our tax solution GUEPARDO with machine learning functionalities.

In this new phase, we shall make use of itelligence's know-how and global presence to strengthen our position in the Brazilian market and to expand our software and service offering. This will generate new opportunities, not only for the company but for our employees as well. We are now even better qualified to fulfil the needs of customers with international operations, and we are well placed to strengthen our position as one of the favorite strategic technology partners in Brazil."

The two parties have agreed to keep the purchase price confidential.

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Trimble to Acquire Cityworks to Expand Its Digital Asset and Infrastructure Management Solutions
3 October 2019

Trimble announced it has signed a definitive agreement to acquire privately-held Azteca Systems LLC (dba "Cityworks"), a leading provider of enterprise asset management (EAM) software for utilities and local government. Cityworks' solutions address the global challenges associated with maintaining and replacing aging utility, transportation, and public assets and infrastructure.

The transaction is expected to close in the fourth quarter of 2019, subject to customary closing conditions and expiration of the waiting period under the Hart-Scott-Rodino Antitrust Improvements Act. Financial terms were not disclosed.

Cityworks, based in Sandy, Utah, was launched in 1996 and provides a powerful and flexible office, cloud and mobile EAM software solution that is used by more than 700 utilities and local governments. EAM is a key technology and system of record relied on by organizations to address a wide range of applications in infrastructure development, maintenance and permitting. Cityworks is a leader in the mid-sized utility and local government market segments in North America and its solutions address organizations of all sizes with deployments serving some of the largest cities in the U.S.

The Cityworks acquisition will expand Trimble's strategy by adding an EAM software platform to its existing utilities and local government capabilities, which include mobile, IoT and infrastructure lifecycle solutions. The combination will provide a comprehensive digital platform—with real-time asset intelligence, workflows and analytics—for transforming the way governments and utilities prioritize infrastructure maintenance and construction investments. In addition, the acquisition will enable Cityworks to leverage Trimble's global footprint in multiple industries. Together, Trimble and Cityworks will provide an expanded solutions portfolio to their partner network of Architecture, Engineering and Construction (AEC) firms and software system integrators. Customers will benefit from integrated solutions that will enable them to realize improved infrastructure performance, increased productivity and better return-on-investment associated with infrastructure construction and operation.

"Cityworks is a pioneer in developing software to address the global challenges associated with managing aging, critical infrastructure," said Steve Berglund, president and CEO of Trimble. "Trimble has a long history of transforming industries by combining technologies and providing full solutions that help customers measure, assess, design and construct infrastructure at scale. With Cityworks, we now expand our solutions portfolio enabling customers to manage and optimize the performance of their assets across the entire infrastructure lifecycle."

"Trimble is an ideal match for Cityworks and the work we aspire to do in helping utilities and communities improve public infrastructure management. Joining Trimble is strategic, providing exciting growth opportunities and new opportunities for innovation," said Brian L. Haslam, founder, president and CEO of Cityworks. "Cityworks as a Trimble company will accelerate our GIS-centric public asset management approach and allow us to increase the impact and value our solutions deliver to customers."

The Cityworks business will be reported as part of Trimble's Resources and Utilities Segment.

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Company News

Arena Solutions Forges Strategic Partnership with Acumatica
2 October 2019

Arena Solutions*, a leading provider of cloud-based product development solutions for high tech, consumer electronics, and medical device industries, today announced a significant new partnership with* Acumatica*, the world's fastest-growing cloud ERP company. The integration from Arena to Acumatica will extend an organization's end-to-end cloud environment to help design, produce, and deliver innovative products rapidly.*

With Arena's product lifecycle management (PLM) and quality management (QMS) solutions, customers can accelerate new product launches and eliminate costly errors caused by manually entering information in ERP. This gives engineering, quality, and manufacturing teams a completely connected approach throughout new product development and introduction.

"This is an tremendous opportunity for discrete manufacturing companies to integrate leading PLM and ERP cloud solutions to improve their product realization processes," said Mark Hudson, VP of Channel for Arena Solutions. "Our customers operate globally with distributed teams and supply chains and their success depends on removing obstacles that slow design and production of high-quality products."

Streamlining the passage of product information from PLM to ERP the instant it is approved by cross-functional teams gives companies a strategic advantage to continually innovate and deliver solutions fast. Once the design of a new product is approved in Arena PLM, all part and assembly information will be automatically passed to Acumatica Cloud ERP, giving procurement and production teams immediate and accurate product record access to speed their planning and manufacturing processes.

"With the integration of Acumatica Cloud ERP and Arena PLM, we will give our customers the best product development and production approach," said Christian Lindberg, VP Partner Solutions at Acumatica. "Through leading edge technology and best-in-class business functionality, Acumatica continues to deliver unparalleled value to small and midmarket organizations. With Arena's deep knowledge and expertise in PLM, this partnership should prove to be extremely valuable for our current and future customers. The partnership aligns with our core strategy on many fronts and can help provide our mutual customers with greater insight to make more informed decisions across the enterprise."

Atos Unveils North American Google Cloud Artificial Intelligence Lab
4 October 2019

Atos, a global leader in digital transformation, launched its Google Cloud Artificial Intelligence (AI) Lab at its North American Headquarters in Irving, Texas, as part of a global partnership between Atos and Google Cloud to provide clients and businesses access to the latest analytics technologies. The Atos AI lab in North America is the latest lab and a part of a global network with other labs in London, Paris and Frankfurt.

The Dallas-area lab offers North American companies the ability to collaborate with Atos and Google Cloud during workshops to better understand artificial intelligence and to help define and design specific

use cases using data analytics and machine learning algorithms to enable companies to meet their evolving business needs.

"Atos has developed a differentiated experience with its North American AI Lab to provide customers tangible results which they can use to kick-start their AI strategy and take into the field immediately," **said Peter Cutts, Chief Digital Transformation Officer, Atos in North America.** *"Customers are looking for industry-specific solutions for their business needs, not a cookie cutter approach. The Atos AI Lab approach empathizes with end users' needs and engages multiple stakeholders to deliver real-world code, datasets and solutions that are repeatable and globally scalable."*

The Atos AI lab is a state-of-the-art facility that combines a digital experience with design thinking methodology to allow participants to problem solve and create in a format that works best for them.

The Atos AI Lab offers an Incubation workshop that aims to create a use-case ready to deploy at the end of two days, meaning customers can start driving business results quickly. To achieve this, real-world customer data is coupled with an Atos-specific methodology to allow the customer to understand the business problem and leave the Atos AI lab with a clear path on how to solve their challenges using big data and artificial intelligence tools.

In addition to the **Incubate lab session**, customers can go further in the AI process with a **Discover lab session** that provides a detailed technical assessment and a data strategy and implementation roadmap.

Lastly, customers can engage a **Prototype lab** that results in the initial data transformation pipeline and a machine learning front-end application ready to model specific use cases.

In April 2018, Atos and Google Cloud formed a global partnership to deliver secure hybrid cloud, machine learning, and collaboration solutions to organizations. Atos named Google Cloud its preferred public cloud provider for which Atos can engage customers with GCP solutions in each of the strategic labs.

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Bombyx PLM Win Tech Start up of the Year 2019 Award

3 October 2019

Bombyx PLM win the Reach PLC's Hull and Humber Tech Awards' Tech Start up of the Year Award. KCOM, and the Hull Daily Mail sponsored the awards ceremony, and Hays Recruitment sponsored the award itself.

After an absolutely epic two days at the very first Humber Tech Expo on the 1st and 2nd of October Bombyx PLM finished off 2 days by taking home the Tech Start up of the Year Award.

During the tech expo itself, Lucy, founder and director for Bombyx PLM game an impassioned inspiring speech on Bombyx PLM, it's beginnings, her time in the fashion industry, and the future of the brand itself.

"The two days have been incredible and for us, it's been absolutely major, so important, connecting with people in tech that share the same values as we do. The future is bright for tech with a heart, and for those that put people at the core of their inception." – Lucy Blackley, Founder and Director, Bombyx PLM.

On the last day of the event, Reach PLC's Humber Tech Awards were also held, which wrapped up the two days perfectly, and gave everyone a chance to let their hair down, and celebrate their hard work and

efforts with the very first tech expo.

"To come out of the awards tonight with our first award is just an incredible achievement. We really believe in making product development and manufacturing a better place that holds business efficiency at the core of its values with equal measures of the positive impacts that Bombyx PLM can provide to companies in both its people, and the industry as a whole." – Lucy Blackley, Bombyx PLM

Bombyx PLM have big plans for the future and are keen to support businesses of all shapes and sizes in their digital transformation, helping startups and SME's with an affordable solution, and larger businesses with their entry into digitization.

Bombyx would like to thank all of their users as well as the support and collaboration they have continually received from C4DI, Barclays Eagle Labs, Future Fashion Factory, and University College London.

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CGS Survey Reveals a Blend of Automation and Human Interaction Will Drive Meaningful Connections Between Customers and Brands

1 October 2019

CGS, a global provider of business applications, enterprise learning and outsourcing services, today announced findings from its *2019 CGS Customer Service Chatbots & Channels Survey*. The results showed that consumers willingness to use AI as a go-to resource is waning as they struggle to have productive interactions.

CGS surveyed more than 1,000 U.S. consumers to better understand their preferences around customer service interactions. Consumers were surveyed as to what scenarios they are most concerned with, what channels they are more likely to use when dealing with stressful situations and how they feel about automation. Key findings from the survey include:

Brands must balance millennial expectations and the anxieties of older consumers by offering a hybrid approach

As automation becomes widespread, there's a clear age gap in its acceptance. The survey found that 86 percent of consumers prefer to interact with a human agent, and 71 percent of respondents said they would be less likely to use a brand if it didn't have human customer service representatives available. Findings show that many individuals still view speaking with humans vs. interacting with artificial intelligence (AI) as the best option for resolving issues. Only 30 percent believe that chatbots and virtual assistants make it easier to address customer service issues. However, for respondents under the age of 35, confidence in AI-based solutions jumps to 43 percent. The younger generations might be warming toward automated channels but buy-in from the over 35 group will likely be slower and require a blend of human and automated options.

Consumer confidence in AI-based interactions will rise with more transparency

Consumer anxiety around AI-based interactions could tie back to current trends. When asked how they perceive the term AI as it relates to customer service, the majority of respondents (over one-third) felt that AI was "maddening," it's unable to fully address their needs or said it's just downright sci-fi futuristic. AI-based interactions are essential for companies to scale their service needs, but brands need to consider the best use cases for this next-gen technology and be transparent with their customers as to how they are using it. For example, robotic process automation (RPA) can significantly reduce the time

customer service agents spend doing manual tasks such as retrieving customer records and give them more availability to handle more sensitive or complex customer interactions. With more transparency as to the use of AI in the process and strategic deployment, consumer confidence in this technology will rise.

Consumers may be showing signs of chatbot-fatigue or backlash, causing a desire for more human interactions

With retail companies offering one-day delivery, it may seem like consumers favor speed above everything else. However, when it comes to customer service, the survey found that consumers want more than convenience or speed. The *2018 CGS Global Consumer Customer Service Report* showed that half of the respondents looking for a quick answer would choose chat over all other channels. In 2019, only 29 percent picked that method of communication; and 40 percent of respondents chose the phone or voice option first. Additionally, a majority (65 percent) of respondents believe that using AI for customer service has some negative connotation, ranging from bad customer service to it being incomplete in its follow through or effectiveness. Companies looking to integrate AI in customer service must consider that consumers do not see AI as complete, helpful, knowledgeable or empathetic as a human support agent, necessitating a balance of agents and automated channel options.

"As more companies look to automation and AI-enabled chatbots to improve productivity and customer service response time, it should not be done at the expense of the customer journey," said Steven Petruk, president, Global Outsourcing division, CGS. "From our survey, it appears that this transformation to AI-driven technology may be occurring faster than the consumers' willingness to embrace it. It's critical to consider which demographics the company is serving, and then apply the best tools to serve them. Even with automation, customer service still requires a human element in the touchpoint cycle."

Across the globe, companies are feeling the pressure of heightened service demands. With a recent report by PwC showing that 54 percent of U.S. consumers think customer experience at most companies needs improvement, the findings from CGS only reinforce that companies must find a balance in offering a high-tech and high-touch customer experience. To view the full findings, see our infographic: https://www.cgsinc.com/en/resources/infographics/2019-CGS-Customer-Service-Chatbots-Channels-Survey

With optimized call center resources to serve global clients, CGS offers a unique hybrid approach through automation and live agents in its contact centers located in North America, South America, Europe, Asia and the Middle East. Its AI-enriched chatbot and RPA technologies complement the customer support services provided by thousands of multilingual call center agents. CGS supports many of the world's industry-leading global brands from retail, hospitality, healthcare, technology and telecom. CGS's innovative, scalable and flexible business process outsourcing (BPO) solutions include technical and customer support, telesales, channel enablement and back office support.

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Fujitsu Establishes the Fujitsu Group External Advisory Committee on AI Ethics to Ensure the Safe and Secure Deployment of AI in Society

30 September 2019

Fujitsu Limited announced the establishment of the Fujitsu Group External Advisory Committee on AI Ethics, which is comprised of external experts. The committee will hold its first meeting today at Fujitsu's global headquarters in Tokyo.

The committee aims to regularly discuss issues relating to ethics in the rapidly transforming field of AI, provide feedback to the Fujitsu Group AI Commitment[1], and embark on an ongoing dialogue with stakeholders throughout society to support the safe and secure use of emergent AI.

To help resolve ever-changing societal issues and environmental problems, the Fujitsu Group will continue to promote the development and delivery of technologies as well as solutions and services that adhere to AI ethics.

Background

In March 2019, Fujitsu defined the policies it should observe as an enterprise engaged in business as well as research and development in the field of AI. This statement, informed by Fujitsu's Human Centric vision for AI, forms the Fujitsu Group AI Commitment.

Based on this commitment, Fujitsu has now established a committee of external experts as a way of receiving objective, third-party evaluations of the Fujitsu Group's AI ethics, thereby enhancing the Fujitsu Group's corporate governance in the area of AI ethics.

About the Fujitsu Group External Advisory Committee on AI Ethics

The Fujitsu Group External Advisory Committee will initiate an ongoing dialogue around the issues listed below, sharing the objective opinions and perspectives gained through these discussions with Fujitsu's Board of Directors.

The committee will help ensure that the employees in the Fujitsu Group who develop and deliver AI will have a high ethical stance, and that the Fujitsu Group will continue to promote the development and delivery of AI as well as solutions and services to enable the rich value provided by AI to be spread widely throughout society. The first meeting of the committee is being held today.

Issues to be discussed by the Fujitsu Group External Advisory Committee

1. To consider, especially from an ethical perspective, the Fujitsu Group's sales and technology activities relating to AI.

2. To consider the impact of AI on Fujitsu Group employees, customers, consumers, and other stakeholders in society.

3. To consider ways of advancing safe and secure Human Centric AI and AI technologies that contribute to greater value to society.

4. To offer an unbiased evaluation of the Fujitsu Group AI Commitment in light of the above considerations.

Fujitsu has nominated the following committee members, including those with special knowledge in the humanities and social sciences, including ethics and the law, as well as those with expertise in the physical sciences, including AI technology. The members may invite other external experts to join, depending on the topic being discussed.

Names and Profiles of the Committee Members

Committee Chair
Junichi Tsujii
Fellow in Information Technology and Human Factors, and Director of the Artificial Intelligence Research Center at the National Institute of Advanced Industrial Science and Technology, with concurrent positions as professor emeritus at the University of Tokyo and professor at the University of Manchester.

He was appointed Associate Professor, Kyoto University in 1979, Professor at the University of

Manchester in 1988, Professor at the University of Tokyo Graduate School in 1995, Principal Researcher at Microsoft Research Asia (Beijing) in 2011, and has held his current positions since 2015. He is still a Professor at the University of Manchester. He previously was President of the Association for Computational Linguistics (ACL) and the International Committee on Computational Linguistics (ICCL). His areas of expertise are AI, text mining, computational linguistics, machine translation, and natural language processing. He has won numerous awards, including the Medal of Honor with Purple Ribbon, the Information Processing Society of Japan Contribution Award, and the Okawa Prize.

Committee Members
Yuko Kimijima
Professor (of Intellectual Property Law), Keio University Law School
Registered as an attorney in 1992. From 1993 to 1995, she attended the Max Planck Institute for Intellectual Property Law, and in 1996 completed a doctoral course in law at the Keio University Graduate School. She specializes in patent law, trade secret protection, technology transfer at universities and international contract negotiations. She served as an extraordinary member of the Industrial Structure Council of the Ministry of Economy, Trade and Industry (2012 - 2018), a member of the Committee for the Study of Intellectual Property Systems for the Fourth Industrial Revolution (FY16), and a member of the SIP Task Evaluation Working Group of the Cabinet Office (2018 - Present).

Hiroko Kuniya
Independent Journalist
Trustee (Special Mission), Tokyo University of the Arts
Graduated from Brown University in 1979. From 1993 to March of 2016, she anchored "Close-up Gendai" on NHK-TV. Since September 2017, she has been a Board Member of the Renewable Energy Institute, and since October 2017 has been a Goodwill Ambassador for the Food and Agriculture Organization of the United Nations (FAO). She was awarded the Broadcast Woman Prize in 1998, Kan KIKUCHI Award in 2002, Japan National Press Club Prize in 2011, and Galaxy Special Prize in 2016. Since 2016 she has been working to cover and raise awareness of the Sustainable Development Goals.

Dr. Takanori Takebe
Professor, Institute of Research, Tokyo Medical and Dental University
Director, Communication Design Center, Yokohama City University
Deputy Director, Organoid Center, Cincinnati Children's Hospital
Graduated from Yokohama City University School of Medicine in 2011. From the same year, he served as Associate Professor of Organ Regeneration Medicine, Yokohama City University in 2013, Associate Professor of Organ Regeneration Medicine, Yokohama City University in 2018, Visiting Associate Professor, Stem Cell Biology Institute, Stanford University in 2014, and Researcher in Frontier Science and Technology, Japan Science and Technology Agency in February. Takeda-CiRA Joint Program Research Director. He received the Bels Award in 2014, the Science and Technology Award from the Minister of Education, Culture, Sports, Science and Technology in 2016, the Japan Society for the Promotion of Science Award in 2018, the Japan Academy Award for the Promotion of Science, and the Best Encouragement Award at the General Meeting of the Japanese Medical Association in 2019. A doctor of medicine, he specializes in regenerative medicine and communication design.

Kumiko Bandou
President, Japan Legal Support Center
Graduated from University of Tokyo School of Law in 1977. Appointed as Senior Deputy Minister of Education, Culture, Sports, Science and Technology in 2013. Appointed Commissioner of the Consumer

Affairs Agency in 2014. Has been President of the Japanese Legal Support Center since 2018.

Invited Expert
Takakazu Yumoto
Director, Primate Research Institute, Kyoto University
Also a professor in the area of ecosystem conservation in the field of Ecology and Social Behavior. Received Ph.D. in 1987 from the Graduate School of Science, Kyoto University. Research focused over many years on the mutual relationship between plants and animals. He is the author of numerous books, including The Story of Satoyama: Dialogues with Environmental Humanities (2017, Bensei Publishing Inc.).

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[1] Fujitsu Group AI Commitment

With regard to the Fujitsu Group's R&D in AI-related technologies as well as solutions and services, it brings together the Fujitsu Group's values for AI, including AI ethics, for the safe and secure use of AI. https://www.fujitsu.com/global/about/resources/news/press-releases/2019/0313-01.html (Press release dated March 13, 2019.)

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Human-centric design delivers innovation with unlimited potential as Fujitsu opens its first Digital Transformation Centre in Australia

3 October 2019

Fujitsu announced the launch of its first Digital Transformation Centre (DTC) in Australia. Located at the Macquarie University campus in Sydney, the new facility will provide a purpose-built technology-assisted workshop space and resources for current and prospective Fujitsu customers in Australia and New Zealand to develop innovative ways to address key challenges through digital transformation.

The facility utlises technology and processes to accelerate problem definition and solution design to help organisations on their digital transformation journey. Fujitsu has been actively using co-creation techniques to help define and develop solutions to address various business problems. Recent examples include a joint initiative that assists radiologists with the detection of brain aneurysms, the use of drones and video analytics to identify threatened species of plants, and the 'Police Car of the Future' that applies intelligent technology to improve the functionality of a police car.

The Australian DTC will add to Fujitsu's worldwide capability, with already established DTCs in Tokyo, Osaka, Munich, London and New York.

The goal of the DTC is to organise customer ideas of the future and to develop measures to help them realise their vision and open up new ideas that could lead to new revenue sources or innovative solutions to complex problems. Businesses that can leverage emerging digital technologies to transform their business models, operating approaches, or product and service offerings, will be better positioned to compete.

The DTC will help to bring together diverse skills from technology, business, and academia to provide new perspectives and to create new value. Fujitsu's technology and design experts will facilitate collaborative engagement with customers to achieve a dynamic mix of knowledge, creativity, ideation, and concept development. Fujitsu's unique form of 'design thinking', Fujitsu Human Centric Experience Design (FUJITSU HXD), will be used to create innovative concepts faster than could be achieved if

people worked in isolation.

Mike Foster, Chief Executive Officer, Fujitsu Australia and New Zealand said, "As Australian businesses continue to adapt to the challenges of the new digital age and what it means for their businesses, the DTC will provide an invaluable resource to help them identify ways to become a disruptor rather than be disrupted.

"We have a strong focus on encouraging innovation, and the DTC is a place where imagination can meet possibility to shape a successful digital future. Working closely with Macquarie University paves the way for future collaborative ventures between Fujitsu and the University, where corporate and academia can work together on innovative projects that would benefit from a diversity of talent."

"Organisations can work with Fujitsu at the DTC to help address business challenges and redefine business problems with a view to jointly create a solution that takes into account different points of view. Our customers will benefit from Fujitsu's extensive experience in helping organisations accelerate innovation by working together under the FUJITSU HXD methodology."

The DTC will play host to regular workshops with themes around real-world problems and needs, to help generate ideas that can then be used to develop proofs-of-concept, which can be tested, modified, and turned into proofs-of-business focused on delivering tangible outcomes.

Bernard Mans, Interim Executive Dean, Faculty of Science and Engineering, Macquarie University, said, "Macquarie University has a strong record of innovation performance. Our students and researchers have been responsible for groundbreaking discoveries and solutions that have changed the world. The Fujitsu DTC will provide Fujitsu and its customers with access to exceptional Macquarie University talent and know-how, to help organisations create a clear roadmap to digital transformation success."

Tim Sheedy, Principal Analyst at technology research and advisory firm Ecosystm said "Australian businesses are making the transition to become fast, innovative digital businesses – but every business needs help. They need somewhere to get away from their own prejudices; they need new perspectives; and they need innovation tools, processes and accelerators. Fujitsu's DTC could be a great starting point for senior executives to work with a diverse set of professionals, including academia, to design digital initiatives that help their business succeed."

Fujitsu will make the facilities of the DTC available to customers who are interested in running 'Co-creation' sessions to help solve specific business problems. All workshop materials and content will be translated to digital content on interactive whiteboards and screens, with scanners at each desk.

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Planview unveils new visual identity at 2019 Global SAFe Summit

2 October 2019

At the 2019 Global SAFe Summit in San Diego, California, Planview unveiled a bold new corporate visual identity. Since 1989, Planview has been on the forefront of providing award-winning enterprise solutions for managing work and resources. Now, Planview enters this next chapter as the premier platform for enabling every organization to seamlessly transform strategy to delivery in today's changing world of work.

 "Planview has been on a remarkable transformational journey with industry-leading growth and capability expansion, and it is an exciting day with the launch of our new corporate identity," said

Planview CEO Greg Gilmore. "Over the past year we have rewired Planview – today we are a bold, agile enterprise solutions leader that delivers breadth and scale for addressing all the ways organizations and teams work. The new Planview logo and visual design truly embody who we have become and where we are heading with our customers."

The company's new logo mark is inspired by forward-looking transformational leaders who – like peregrine falcons – require speed, agility, and keen vision to change altitude and swoop quickly in response to business and market changes and to help every team deliver value aligned to organizational strategy. The shades of red in the falcon symbolize the heroic journey these leaders and organizations must traverse in pursuit of bold advancements.

On October 2 and 3 at the Global SAFe Summit, attendees can experience how Planview solutions enable them to realize Agile at scale and make the project to product shift in the changing world of work. Planview will also demonstrate its new Agile costing solution, which eliminates manual time reporting and reduces the financial challenges of Agile at scale. By breaking down silos, connecting teams, integrating portfolios, and providing executive level visibility enterprise-wide, Planview solutions ensure organizations can plan and scale more effectively to deliver customer value faster.

Next week, Planview is hosting Planview Horizons – its 22nd annual customer conference – October 8-10 at the JW Marriott in Austin, Texas. "We really look forward to celebrating this new chapter in the company's history with our customers and partners at Planview Horizons 2019. They are at the center of everything we do, and it is an honor to be by their sides for every one of their transformational journeys," affirmed Gilmore.

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Infor Announces 2019 Customer Excellence Awards at Inforum

25 September 2019

Infor announced the winners of the 2019 Infor Customer Excellence Awards. These accolades recognize customers that drive innovation and showcase exceptional business results. A panel of Infor solution and industry experts evaluated each applicant on scope and depth of performance improvement, quantifiable business benefits, customer focus and satisfaction, and technology use and innovation.
"We are thrilled to formally honor these innovative organizations for their exceptional use of technology to drive bottom-line results and better serve their internal stakeholders, partners and, ultimately, their customers," said Kevin Samuelson, Infor chief executive officer. "We are proud that more than 68,000 customers around the world trust Infor to help them navigate critical business decisions, and the Infor Customer Excellence Awards give us a platform to highlight notable successes and true modern thinking."
The winners of the 2019 Infor Customer Excellence Awards are:
Manufacturing — Oliver Packaging & Equipment Co.
Oliver Packaging & Equipment Co. is a Michigan-based company that develops bakery equipment and meal packaging systems. Oliver wanted to automate antiquated processes to help streamline production, speed inventory handling, track labor, and automate attendance operations. The company chose Infor CloudSuite Industrial (SyteLine) with Infor Factory Track for better factory floor automation and to help reduce inventory. By leaving its legacy system and adopting modern business applications, the company has achieved inventory reduction through more efficient planning, reduced freight spend, and streamlined customer care processes.
Infor's cloud-based applications provided manufacturing, supply chain, sales, and IT teams with tools to

more quickly exchange data, information and ideas to help improve business processes.

Since go-live, Oliver Packaging & Equipment Co. has reduced inventory by $400,000 (roughly 20%) across half of its manufacturing processes, and the company anticipates a similar reduction on the other half, which is still in process. In addition, teams anticipate a 5% savings through negotiations with freight carriers on rates and a reduction of administrative work in customer care.

Distribution/Manufacturing/Asset Management — Starbucks

As a premier roaster and retailer of specialty coffee around the world, Starbucks understands the importance of equipment reliability. To help uphold its high standards, the company decided to implement Infor Enterprise Asset Management (EAM) software at seven new manufacturing/distribution locations, because it was interested in making more data-driven decisions. Through Infor EAM, Starbucks is driving better strategic planning and production planning, and more effective manpower utilization through more consistent and reliable data that supports strategic asset life-cycle and maintenance planning.

Cost control, operational efficiencies and responsiveness, and the implementation of standardized network practices are currently helping streamline Starbucks' maintenance operations and are allowing for easier prioritization of work. This structure enables the maintenance team to better support the operations team, which helps ensure a collaborative approach to equipment reliability and supports the resulting increasing production.

Consumer Goods — Deckers Brands

Deckers Brands is a leading footwear designer and distributor based in Goleta, California. Deckers was challenged with very manual and time-intensive processes for order fulfillment and supply chain planning. Through the company's implementation of Infor Nexus applications, Deckers Brands achieved a more streamlined system for automating and integrating supply and demand data into one real-time view that uses machine learning to project inventory issues.

Since deployment, the team can more quickly find issues and execute solutions, which has helped streamline decision-making, minimize fulfillment disruptions, reduce overall inventory, and ultimately improve customer confidence in the brand.

With Infor Nexus, Deckers has made 99% of invoices nondiscrepant and reduced distribution center receiving time by 50%. By virtually eliminating paper processes, their teams can work from one version of the data, and can pinpoint inventory issues more easily and resolve them more efficiently.

Public Sector — Watercare Services Limited

Deeply committed to the 1.4 million people of Auckland who depend on its services, Watercare, New Zealand's largest water utility company, needed to modernize its business applications to better serve its communities. The company chose Infor applications to help better manage assets, enrich interactions with customers, and motivate and manage its workforce.

Watercare tackled a full digital transformation with Infor, affecting roughly 60% of business processes. The company achieved a fully redesigned, integrated, analytics-enabled solution for customer management, billing, and asset management that has produced savings in virtually every corner of the business. Watercare is realizing substantial savings by driving customer interactions through digital channels, reducing manual processes across customer operations, improving asset planning and optimizing construction, reducing reactive maintenance, and improving employee engagement.

Human Resources — PRA Health Sciences

PRA Health Sciences, a leading clinical research organization, was challenged with managing a time-intensive manual process for making employee data changes. PRA was seeking a modern technology solution to help automate communication, support accurate data flow to downstream systems, and apply mandated security controls for all global users. PRA decided to move the entire organization — 7

divisions with 52 business units in 80 countries, including 17,500 active resources — to Infor Global Human Resources in the cloud, and fully unify both data and processes.

Since go-live, PRA has experienced improved efficiency in global HR administration, time savings from automated processes and notifications, and it has maintained higher quality and control of data. By sunsetting unnecessary systems, PRA estimates saving at roughly $600,000 annually, but PRA feels the biggest advantage has been creating a solid foundation for future growth. PRA needed a foundational, global, scalable system that could be more easily accessed and used by employees, managers and support staff, which they have now created with Infor.

Healthcare — Northern Light Health

Northern Light Health, one of the most expansive integrated health care systems in Maine, was looking to modernize antiquated systems in order to better manage financial and information challenges. Northern Light turned to Infor CloudSuite Healthcare applications to help improve processes, preserve revenue, and deliver better services to the community. With Infor, Northern Light Health has a single enterprise-wide platform for all entities, with common practices and processes, that is automating manual processes and gaining efficiencies across the enterprise. Northern Light has shortened the cycle of month-end financial close by two business days and automated key reporting.

In the near future, the organization plans to implement a suite of mobile applications to enhance employee experience and accessibility, transition applicant sourcing and recruitment into Infor Talent Management, as well as automate accounts payable workflows.

Hospitality — Frasers Hospitality Australia

Frasers Hospitality Australia (FHA) was on a path to paperless and partnered with Infor to innovate in all areas of the guest experience and operations across its four luxury service apartment properties. Since the implementation of Infor Hospitality Management Solution (HMS) and Infor Mobile Check-In, four key initiatives have come online: paperless check-in, paperless e-sign, paperless payments, and a mobile housekeeping app.

Check-in efficiency has doubled, and check-in time has declined 40% since the roll-out at Fraser Suites Sydney. By going digital, the organization has reduced agreement lead times from up to three business days to just minutes. The paperless processes have improved accuracy and efficiency at all of Frasers' properties and reduced printing costs by 50%. Perhaps the most outstanding difference seen by the business is the notable 80% improvement in operational productivity since introducing the Infor HMS Housekeeping mobile app.

Technology and Business Intelligence/Analytics — Miller Industries Inc.

Miller Industries, a world leader in towing and recovery equipment, wanted to make strategic business decisions faster and better manage its business processes. The company turned to Infor Birst analytics to combine internal and external data sets to help it more precisely analyze and forecast workforce and business performance, and ultimately better manage the overall business.

Since go-live, Miller Industries has begun to replace hundreds of spreadsheets with a handful of automated dashboards. This provides more consistent, timely and accurate information to all users, which has reduced the time needed to produce business reports by as much as 80 percent. In addition, Infor Birst has provided visibility to real-time information, which has help streamline the A/R and cash management processes.

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SAP.iO Kicks Off First B2B European Startup Accelerator Focused on Fintech and Governance, Risk and Compliance

1 October 2019

The SAP.iO Foundry Berlin kicked off a dedicated financial technology (fintech) program with participants consisting of business-to-business startups focused on finance and governance, risk and compliance (GRC).

With the growing complexity of regulatory laws impacting enterprises, startup solutions and innovations will help optimize enterprise resource planning processes and address customer needs. In a recent report by Deloitte, cost reduction and increased regulatory scrutiny were the main drivers of a significant increase in spending on enterprise risk management. With more than 56 percent of organizations using, or planning to use, cloud-based platforms, enterprises are looking for intelligent, real-time, actionable solutions to meet their improved efficiency goals.

"With SAP S/4HANA, we offer a consistent intelligent ERP solution that works in harmony across cloud and on premise," said Thomas Saueressig, president of SAP Product Engineering. "We are excited to work with startups to further accelerate the speed of innovation delivered to our customers."

SAP.iO Foundry Berlin is part of SAP's strategic business unit designed to accelerate innovation and drive new business models for SAP. The SAP.iO Foundries program is a global network of equity-free accelerator programs located in strategic hubs and provides startups with access to mentorship, exposure to SAP technologies, and opportunities to meet and collaborate with SAP customers.

These startups are joining the SAP.iO Foundry Berlin program for Fall 2019:

- **Hanko** provides Fast Identity Online (FIDO)-based identity and authentication as a service. The startup is founded in Germany.
- **troy** is a German-based startup that uses machine learning and artificial intelligence to combine successful debt collection with customer relationship management.
- **Iristrace** is transforming the management of business risk into business value by providing risk strategy validation. The startup is headquartered in the Netherlands.
- **PXL Vision** is a Swiss startup for creating and managing trusted, verified digital identities.
- **Aividens** is a Belgian startup that provides predictive cash and risk management to improve cash accuracy, reduce overdue debts and improve operational efficiency and customer satisfaction.
- **Spherity,** a German startup, combines unique identifiers with verifiable data to offer out-of-the-box cloud wallet capabilities.

The accelerator program will run for 12 weeks and conclude with a "Demo Day Presentation" on December 12.

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SAP and GK Software Develop Unique Retail Solutions Aligned with Customer Experience Strategy from SAP

2 October 2019

SAP SE announced an extended partnership with international retail application specialist GK Software SE to deliver industry-specific solutions. The partnership includes the comprehensive alignment of a unique joint solution offering with the customer experience strategy from SAP.

The retail industry is currently undergoing a massive process upheaval, which underscores the need for industry-tailored intelligent technologies to drive success. The partnership between SAP and GK Software has been demonstrated through nearly 100 joint projects around the world. It will be strengthened with a renewed focus on trends and innovations in cloud technologies, experience management, artificial intelligence and mobile applications within the retail sector.

A key benefit to retail companies is the further development of GK Software's cloud offerings for various sizes and types of retail organizations. These will be made available through the new retail excellence center, which will combine the expertise of both companies to develop new concepts and solutions that address the unique needs of retailers.

"The strategic partnership with SAP has enabled us to bring our solutions into a complete offering for the retail industry," GK CEO Rainer Gläss said. "With a dedicated focus on expanding our cloud capability offerings as well as the retail excellence center, we will proactively anticipate new trends and develop industry-oriented solutions together."

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SAP and Infosys Collaborate to Accelerate Enterprise Digital Transformation for Clients

2 October 2019

Infosys, a global leader in next-generation digital services and consulting, announced a new strategic program, Innov8, to accelerate enterprise digital transformation journeys using SAP digital solutions. As part of the program, Infosys and SAP are in talks to create a joint go-to-market engagement model between project Embrace from SAP and Infosys' Innov8 program. The joint engagement model is intended to help companies accelerate their digital transformation based on SAP S/4HANA® to build intelligent enterprises.

The contemplated alliance aims to enable Infosys to become one of SAP's first global strategic service partners for project Embrace, designed to drive enterprise customer adoption of cloud and digital technologies from SAP. Infused with more than 70 ready-to-deploy use cases spanning artificial intelligence (AI)/machine learning (ML), blockchain, the internet of things (IoT) and analytics, the Infosys Innov8 program paves the way for clients to invest in purposeful innovation and build truly intelligent enterprises. Innov8 helps clients transform their business model to one based on predictable OPEX-based costs and offer flexible points of entry to the SAP environment for both existing and new cloud users, all within one comprehensive end-to-end business solution.

Utilizing Embrace reference architectures — including SAP S/4HANA, SAP® C/4HANA, Experience Management solutions from SAP (Qualtrics), SAP SuccessFactors software and others — and Infosys industry-specific business/IT services and intellectual property, SAP and Infosys plan to deliver Innov8 for Embrace on a cloud hyperscale environment. As a result, clients will be empowered to shift financial

and human resources toward driving innovation and transformation for the enterprise.

Dinesh Rao, Executive Vice President, Infosys, said, "Navigating the cloud ecosystem requires a structured strategy that provides a consolidated view into a company's overall transformation journey. Through Innov8, we are focused on leveraging our industry knowledge and experience to accelerate the delivery of business solutions. Through this collaboration, we are focusing on ensuring that our clients are able to rapidly adopt tomorrow's business models today."

David Robinson, senior vice president, SAP Cloud Business Group and global lead, Embrace program at SAP, said, "SAP is excited about its plans to partner with Infosys to help clients invest in purposeful innovation to build their intelligent enterprise. Innov8 for Embrace leverages Infosys' industry knowledge and expertise on SAP and cloud technologies. This is a platform that is delivered on a cloud hyperscale environment with SAP digital solutions delivering end-to-end business outcomes at accelerated pace. We couldn't be more excited."

David McIntire, IT Services Research Director at NelsonHall, said, "The value of SAP S/4HANA adoption extends beyond IT and into transforming how businesses operate. Innov8 for Embrace has the potential to combine industry-tailored intelligence, applications and processes with simplified OPEX pricing and cloud hosting into an integrated offering aimed at helping companies maximize the business value of adopting SAP S/4HANA."

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SAP and UNICEF Partner to Give Young People Job Skills Training to Power the Future Workforce
25 September 2019

SAP SE and UNICEF announced a new global partnership to provide quality education, life skills and job skills training to young people in disadvantaged communities, preparing them for decent work and active citizenship.
Announced at an event taking place at the 74th session of the United Nations General Assembly in New York, the three-year partnership will bring together businesses, governments and nongovernmental organizations to build sustainable education models. The partnership will focus on workforce inclusion initiatives to help young people thrive and provide organizations with a prepared workforce.
The partnership will look to develop a standardized national curriculum, workforce readiness programs and in-depth research to better inform and connect the private sector with future talent.
More than one in five young people today are neither in employment, education or training. Many more are not learning the skills they need to seek decent employment, as today's rapidly changing economy demands increasingly specialized skills.
"For young people, the path to a successful future goes through quality education that equips them — and empowers them — with the skills they need to thrive in today's workforce," said UNICEF Executive Director Henrietta Fore. "Young people are some of the world's best creatives, enthusiasts and thinkers. We are excited to work with SAP to harness young people's energy and ideas, and help them contribute to their economies and societies."
By 2030, companies and communities throughout the world need to be ready to sustainably integrate 2 billion young people seeking employment into the workforce.
The collaboration will help reach young people across Africa, Asia and Europe, with initial efforts focused on India, Turkey and Vietnam. It forms part of Generation Unlimited, the global partnership working to prepare young people to become engaged and productive citizens. Launched one year ago, Generation Unlimited convenes multisector public and private investment in education and employment

of youth, while engaging young people in these efforts.

"People are anxious about the opportunity gap in this new economy," said SAP CEO Bill McDermott. "Businesses need to take meaningful steps to upskill the current and future workforce, regardless of their age or where they live in the world. Together with UNICEF, SAP will focus on starting in the classroom where the foundation for every career is built. We will increase collaboration with the public sector and focus on the best possible curriculum to prepare future workers. This is another example where doing what's right and doing what's right for business are in perfect harmony."

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TCS' Connected Clinical Trials Platform Wins the European Innovations Award

27 September 2019

Tata Consultancy Services (TCS), a leading global IT services, consulting, and business solutions organization, announced that its Connected Clinical Trials (CCT) platform has won the 2019 European Innovations Award at the Summit for Clinical Operations Executives (SCOPE) – Europe.

Clinical Research News' European Innovations Awards recognize outstanding examples of applied strategic innovation - partnerships, deployments, and collaborations that manifestly improve the clinical trial process. CCT was recognized for its thoughtful approach to solving tough industry problems, its ability to provide quantifiable returns on investment and ease of deployment.

"TCS is focused on harnessing the power of digital technologies to transform the drug development value chain in the life sciences industry, creating innovative solutions that deliver greater value for our customers and superior patient outcomes," said **Debashis Ghosh, Global Head, Life Sciences and Healthcare, TCS**. *"Our CCT platform encompasses the complete clinical trials ecosystem and helps sponsors achieve enhanced patient engagement, ensure better adherence to test protocols, and achieve greater transparency, efficiency, and compliance with regulatory guidelines."*

"These awards celebrate dedication and innovation in clinical research, and the winners chosen highlight the inspiring work being done in the industry. The research community in Europe is increasingly open, and the projects showcased in this year's award program prove their dedication to excellence," said **Allison Proffitt, Editorial Director, Clinical Research News**. *"We were particularly pleased with this year's entries. The winners represented some of the best innovation in clinical research, and the judges and I were thrilled with the caliber of solutions from Tata Consultancy Services."*

An innovative Software-as-a-Service (SaaS) platform, CCT connects patients, sites, and sponsors and leverages sensors, smart packages, and mobile devices and apps to enable real-time data integration, analytics and tailored patient support. It provides end-to-end visibility on how clinical supplies are managed, both on site and at the patients' homes, and significantly transforms patient engagement in clinical trials.

CCT is part of TCS' Advanced Drug Development (ADD) suite that leverages the power of Artificial Intelligence by offering a wide range of cloud-based clinical solutions and services in the areas of clinical data management, metadata management, pharmacovigilance, and data analytics and insights.

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Wipro and XebiaLabs Renew and Extend Partnership for Strategic Enterprise DevOps

3 October 2019

XebiaLabs, a leader in enterprise-class DevOps and Continuous Delivery software, announced that Wipro Limited, a leading global information technology, consulting, and business process services company, has renewed and extended its partnership with XebiaLabs as their Strategic Enterprise DevOps Partner across the globe. The partnership represents a powerful combination of a leading DevOps technology platform and strong DevOps expertise that enables large organizations to accelerate the delivery of high-value software at scale.

Achieving DevOps at Enterprise Scale

As software continues to drive the way leading enterprises interact with their customers and differentiate themselves, the pressure to provide continued innovation, value, and a high-quality user experience has become critical. Keeping up with shifting market demands, however, requires a fundamental transformation of how enterprises deliver software. As a result, more and more organizations are turning to DevOps as a means of improving the competitiveness of their products and services.

At the same time, using the DevOps approach to maximize the value of software delivery can be challenging. This is especially true for large enterprises, which need to scale within highly complex environments consisting of hundreds of applications, technologies, and teams. The XebiaLabs and Wipro partnership aligns the two industry leaders in an effort to provide the strategic planning, project delivery, and the right technology platform to help companies successfully implement and realize the benefits of DevOps at scale.

"Large companies need a DevOps platform that can integrate the entire software pipeline because it's simply impossible to scale by manually connecting point tools," said Derek Langone, CEO of XebiaLabs. "Our platform orchestrates and automates the end-to-end software delivery chain, filling our customers' critical need to build and deliver software more efficiently and in a compliant way. We are confident that the combination of Wipro's consulting and digital transformation expertise and XebiaLabs' best-of-breed platform will help our mutual clients achieve true enterprise scale DevOps."

Kiran Desai, Senior Vice President and Global Head, Cloud and Infrastructure services, Wipro Limited said, "Organizations spend millions each year developing software, and DevOps is vital to ensuring they get the most business value from their efforts. XebiaLabs offers a compelling DevOps platform in the market. By partnering with them, we're strengthening the DevOps ecosystem for our customers and giving them the tools they need to deliver software faster, with full compliance, and at enterprise scale."

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Zuken Connects Electronics Engineering to Dassault Systèmes' 3DEXPERIENCE Platform

30 September 2019

Zuken has signed a V6 Community Membership agreement with Dassault Systèmes to develop solutions for an end-to-end system design and manufacturing process enabling customers to manage electronic engineering information together with mechanical and software engineering data and configurations on the Dassault Systèmes 3DEXPERIENCE platform.

The solution, developed by Zuken, will provide comprehensive electronic library and design data management capabilities within Dassault Systèmes' 3DEXPERIENCE platform. In this way, Dassault

Systèmes and Zuken customers will be able to capitalize on a unified and consistent interdisciplinary product lifecycle management solution that will provide breakthrough capabilities, such as cross-discipline systems engineering and traceability, global systems partitioning and navigation, and a seamless, cross-discipline collaboration process.

Electronics engineers connected to the 3DEXPERIENCE platform can now have full traceability – from requirements to deliverables and test results – across all engineering disciplines, instant visibility of change impacts, context and semantics across disciplines, as well as the business process analytics and engineering intelligence.

We are seeing a substantial demand from common customers for an integration of our DS-2 electronic lifecycle management environment into Dassault Systèmes' 3DEXPERIENCE platform.

Kazuhiro Kariya Chief Technical Officer and Managing Director of Zuken Inc., Yokohama.

 "We are seeing substantial demand from common customers for an integration of our DS-2 electronic lifecycle management environment into Dassault Systèmes' 3DEXPERIENCE platform," said Kazuhiro Kariya, Chief Technical Officer and Managing Director of Zuken Inc., Yokohama. "Through our integration with the 3DEXPERIENCE platform and the resulting comprehensive capabilities on a library, design data and configuration and change management level, Zuken and Dassault Systèmes have a compelling solution to address the urgent need for an integral electro-mechanical engineering approach, which is fueled by the growing importance of electronic and software content in today's product development process."

This solution will enable our joint customers to significantly advance their systems engineering and cross-discipline collaboration practices.

Olivier de Percin Vice President, High-Tech Industry, Dassault Systèmes

"We welcome Zuken's initiative to integrate their popular electronic engineering technology with our 3DEXPERIENCE platform," said Olivier de Percin, Vice President, High-Tech Industry, Dassault Systèmes. "This solution will enable our joint customers to significantly advance their systems engineering and cross-discipline collaboration practices."

In detail, the solution covers the following engineering and business processes:

Component Management Process

- Creation of a new component in Zuken's Engineering Data Management environment DS-2 from the 3DEXPERIENCE platform, including the transfer of component metadata and related files from the 3DEXPERIENCE platform to Zuken DS-2

- Synchronization of component metadata between the 3DEXPERIENCE platform and Zuken DS-2

- Transfer of authorization to use a component in a project context from the 3DEXPERIENCE platform to DS-2

- Transfer of graphical representations of library elements (footprint, symbol, etc.) from DS-2 to the 3DEXPERIENCE platform in a neutral format

Design Management Process

- Transfer of the Zuken representation (native and derived) from DS-2 to the 3DEXPERIENCE platform for visualization, fabrication and traceability purposes

- Transfer of Bill-of-Material (BOM) and variant information of BOM from DS-2 to the 3DEXPERIENCE platform

- Exchange of ECAD/MCAD data, such as in IDF or EDMD formats, between DS-2 and the 3DEXPERIENCE platform

Change Management Process

- Initialization of a project in Zuken DS-2 from the 3DEXPERIENCE platform

- Closure/freeze of a project in DS-2 from the 3DEXPERIENCE platform

- Initialization of a change in DS-2 from a change action initiated in the 3DEXPERIENCE platform

- Change of object status in DS-2 from the 3DEXPERIENCE platform (i.e.; the status of the objects in DS-2 will be under the 3DEXPERIENCE platform's change control)

Collaboration and integration between mechanical and electronic/electrical design tools and process

- Collaborative design and verification between Dassault Systèmes' CATIA applications and CR-8000 series users on the 3DEXPERIENCE platform

- Dynamic integration between electronic/electrical design tools and mechanical design tools with continuous exchange of data and configurations.

- Unified verification environment for "System-Level Design," including both electronic/electrical design and mechanical design processes.

DS-2 is Zuken's technology platform for the management of electronic and electrical libraries, design data and configurations. The integration of DS-2 into the Dassault Systèmes 3DEXPERIENCE platform will be marketed and maintained directly by Zuken.

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Implementation Investments

Balabala Accelerates Product Innovation with Centric PLM

30 September 2019

Balabala, the leading Chinese kidswear brand, has selected Centric Software's Product Lifecycle Management (PLM) solution. Centric Software provides the most innovative enterprise solutions to fashion, retail, footwear, outdoor, luxury and consumer goods companies to achieve strategic and operational digital transformation goals.

Balabala is an international children's wear brand founded by Semir Group in 2002, and specializes in clothing, shoes and accessories for children aged 0-16. There are nearly 5,000 Balabala stores and counters in 31 provinces, cities and districts in China, making it the kid's apparel brand with the highest number of outlets, most extensive sales network and most sizable sales volume in the country.

Faced with changing consumption patterns and demographics in the Chinese market, Balabala needs acute digital insights into consumer behavior and popular trends so as to accelerate its product R&D and respond accordingly. Implementing a kidswear PLM and a lifestyle PLM solution is key to their digital strategy.

"Today, Balabala is a clothing company. However, with changes in the market, we will become a lifestyle company in the future," says Zhong Deda, General Manager of Balabala's Business Division.

"As such, product revamps will be our most important strategy in the next one to three years, and this is where PLM plays a vital role."

After a comprehensive selection process, Balabala chose Centric PLM for kidswear and lifestyle brands based on Centric Software's excellent track record.

As Zhong says, "With Centric PLM in place, we aim to differentiate production, development and sales for various product lines, create a robust product framework that caters to the needs of multiple categories, channels and global markets and standardize business processes that enable the management and transfer of technology and culture."

Jin Jing, CIO of Semir Group, adds, "Centric PLM goes further than streamlining Balabala's business processes, promoting and enhancing value-creation in the organization. With Centric Software's support, Balabala is transforming more rapidly into an enterprise that is information-based, digitalized and intelligent."

"We would like to welcome our latest partner in China, Balabala," says Chris Groves, President and CEO of Centric Software. "Balabala is pursuing a strong digital strategy to transform into a lifestyle business, and we are delighted that they have chosen Centric PLM to provide a digital foundation for growth."

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Online Wine Retailer Fine-Tunes Inventory and Speeds Delivery with Oracle Cloud
3 October 2019

Enjoying wine may be an age-old pleasure, but making sure online buyers get the right wine delivered promptly is a very modern concern.

Vinomofo, founded in 2011 in an Adelaide garage with a focus on making great wines available to wine lovers and to help great wine makers grow. The company now serves half a million wine buyers in Australia, New Zealand, and Singapore. Vinomofo initially focused on marketing, customer interaction and sales while relying on a third-party to handle warehousing, logistics, stock levels and distribution.

While the service from the third party supplier was great, it was not a scalable solution. Vinomofo decided it had to take back the control of the back-office tasks, but with the help of a technology partner.

In light of this strategic change, it turned to Oracle Warehouse Management Cloud (WMS), giving Vinomofo a better handle on key data such as inventory levels and reporting. The Oracle cloud-based system lets the company check key performance indicators (KPIs) to make sure employees and the system itself meet expectations.

These automated processes enable Vinomofo to focus on the wine itself and the company's 550,000 strong member base, rather than worrying about the logistics and back of house operations. Since using WMS, Vinomofo has been able to deliver wine three times faster—we'll raise a glass to that!

It also allowed Vinomofo to start a new "click-and-collect" service in its Melbourne distribution center in three weeks of using the software. The system will also enable customers to mix their own cases, something Vinomofo is excited to launch within the next 12 months.

Use of the Oracle technology has improved both the accuracy of inventory stock checks and made it easier to offer same-day shipping.

According to Krista Diez-Simson, CFO and COO Vinomofo, "Oracle cloud has enabled us to focus on

quality and curation whilst warehousing and distribution now take care of themselves."

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Oracle Health Sciences and MMS Collaborate to Deliver Complex Database Build for Oncology Sponsor

30 September 2019

MMS Holdings (MMS) – an award-winning, data-focused CRO – celebrated another successful collaboration with Oracle Health Sciences and a specialized Oncology pharmaceutical company. MMS will share their learnings with peers at the Society for Clinical Data Management (SCDM) annual meeting in Baltimore, Md.

This highly complex database build required several last-minute changes to the structure, resulting from recent industry discussions and learnings. The data collection team processed these new requirements and, due to changing sponsor needs, conducted multiple and parallel rounds of User Acceptance Testing (UAT) within compressed timeframes to deliver a high-quality database to the sponsor.

The success of this project can be attributed to multiple technical factors, along with a close working relationship with Oracle, including:

- A thoughtful resource approach, allowing more tasks to be performed simultaneously
- Focused UAT, where portions of database review and testing occurred in parallel with the build of other functions
- Flexible project management, allowing for late-stage accommodations of data collection modules, staggered and compressed timelines, including trial capacity reduced to 2.5 weeks
- Leveraging the functionality of Oracle Health Sciences InForm, a comprehensive, integrated, open standards-based data capture and management platform, and Oracle's internal processes to speed the support ticket process
- Effective use of the Oracle Health Sciences Central Coding module, a web-based application that integrates with InForm to provide centralized coding stored in the clinical database

"Working with Oracle, we were able to create a collaborative environment for our data management experts to operate in, allowing them to build databases quicker, with the most recent industry guidance – astounding our own teams and sponsors alike," said Jim Bademian, Associate Director, Statistical Programming and Data Management, MMS, based in the Research Triangle Park region of North Carolina. "This was a very complex Oncology study, and our ability to act quickly and nimbly with multiple changes late in the process was critical to building this database on time."

High-complexity study design

This Oncology study included more than 70 unique case report forms (CRFs). Due to the nature of a niche therapeutic area, the MMS data management team was tasked with collecting clinical data from multiple sources and incorporating recent industry knowledge acquired by the sponsor. Since each subject had both donor and recipient data, the amount of data doubled and each had their own casebook within InForm.

"As a CRO, MMS has been one of the most inquisitive teams we have worked with – always seeking opportunities to bring the most efficient database structure to both ease data entry for the sites and improve data accuracy for their clients," said Ellen Lapriore, Global Vice President of Services and

Consulting at Oracle Health Sciences. "While the MMS team has been working with InForm for years, their collaboration with our services team, and more specifically, bringing the full capabilities of Central Coding to their customers, has allowed for some of the most well-built clinical databases to date."

"Data planning and management, along with a desire to stay at the forefront of industry knowledge is what gets our global team excited to come to work every day," added Bademian.

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Sanimax Selects Infor to Help Manage Complex Business Processes
3 October 2019

Infor, a global leader in business cloud software specialized by industry, today announced that Sanimax, a leading environmental solution provider in the agri-food industry, has selected Infor CloudSuite Food & Beverage. Sanimax has 17 locations throughout Canada, the U.S., Brazil and Colombia, and serves customers around the globe. Company leaders knew they needed an agile solution and technology partner as part of their growth strategy, and Infor's ERP solution is poised to provide Sanimax with applications designed to help overcome certain business challenges that are unique to its industry, such as managing short lead-times, managing commodities' impact on supply chain, and meeting changing regulatory requirements.

"We needed a cloud-based solution that we could quickly implement to help manage operations and material collected," said François Berthiaume, vice president of Finance and Administration at Sanimax. "Infor offered a dedicated implementation project team, built in support services and a full complement of products that can help us migrate from legacy software to more modern business applications to help us become more efficient. Their team's knowledge of our industry, along with our confidence in the reliability of their cloud-based platform, CloudSuite Food & Beverage, made Infor an obvious choice for Sanimax."

By standardizing with Infor CloudSuite Food & Beverage, powered by Infor M3, Sanimax can migrate from its existing, outdated and highly customized solution to one system that can better align teams on the priorities of deliverables and can help streamline processes across various categories within the business. Infor expects to deliver tools designed to help accelerate global supply chains, bring new products to market faster, and implement efficiencies across the board.

"Sanimax is a complex business and, like most process manufacturers, is facing challenges that force it to rethink the way business is done. Infor's industry-specific applications are structured to provide customers with technology that can help them navigate industry-specific challenges while helping to control costs, increase innovation and boost efficiency," said Mike Edgett, Infor director of industry and solution strategy. "Having a technology partner that you can trust is incredibly important, especially as an organization grows and evolves. Infor's applications can deliver real-time data that is accessible anytime, anywhere, which can make it easier for our customers to expand to new locations, add users, and have visibility across multiple sites and warehouses."

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Triangle Manufacturing Company Accelerates Growth with The Copley Consulting Group and Infor ERP

30 September 2019

Triangle Manufacturing Company, a premier contract manufacturer to OEMs of medical instrumentation and implantable devices, is realizing significant benefits since implementing The Copley Consulting Group's FDA Extended Solution based on the Infor CloudSuite™ Industrial (CSI) Enterprise Resource Planning (ERP) application. The new ERP solution replaced Triangle's disparate systems and manual processes, providing the functionality needed for them to improve production cycle times and shop floor efficiency to support their aggressive growth goals.

"With our prior, legacy systems, we lacked a unified platform that melded Quality Control, FDA Regulatory Compliance, and Shop Floor Control," said Dax Strohmeyer, President at Triangle Manufacturing Company. "With Copley and Infor, we have successfully implemented a solution that provides real-time production feedback, allowing us higher visibility into margin contributions while enhancing our planning and scheduling. We feel the efficiencies we have gained with the Infor and Copley FDA solution will accelerate our growth trajectory, while maintaining our core values of quality and delivery performance."

Triangle now sees the opportunity to more effectively on-board new customers at a faster rate, fueling their objectives of both top line and bottom line increases in this competitive and highly nuanced medical device sector.

"Triangle is a great example of an FDA regulated client who turned to Copley to track multiple processes across different areas of production in order to meet their growth goals and remain compliant with FDA regulations," said Robert Lane, CEO at The Copley Consulting Group. "Our FDA Extended Solution is the perfect fit for medical device firms that need to consolidate their various legacy systems and automate their processes, yielding a compliant solution that grows with the company."

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Product News

Altair Adds Battery System Simulation Software to the Altair Partner Alliance to Support Advanced Electric Vehicle Battery Systems Design

25 September 2019

Altair, a global technology company providing solutions in product development, high-performance computing and data intelligence, is pleased to announce the addition of the CellMod™ Virtual Battery by Sendyne to the Altair Partner Alliance (APA).

Improving battery system performance is critical to facilitating the projected global electric vehicle market growth. An accurate battery model is the starting point for battery pack design, system control and optimization. The simple equivalent circuit (EC) models that are typically used today lack predictive power and are insufficient to the task. Taking a physics-based approach to simulating integrated systems that is accurate and runs faster than real-time can significantly improve the design of battery-based systems and optimize their long-term performance and safety.

CellMod™ is the first lithium-ion virtual battery capable of predicting cell and pack behavior, including

thermal behavior, with an accuracy of better than 97 percent under a wide range of test conditions. Utilizing a sophisticated electrochemical model, CellMod is packaged as a functional mock-up unit (FMU), allowing it to be easily integrated into most major simulation packages, such as Altair Activate®, via the open industry standard functional mock-up interface (FMI). The CellMod FMU accepts inputs including current, ambient temperature and time-step, and will output voltage, cell internal temperature, surface temperature, SOC and any other cell internal state variable. In addition, CellMod can simulate behavior of aged cells and can be scaled to represent parallel and serial combinations of cells via Sendyne's companion FMU BasicPackMod.

Unlike EC models, CellMod accounts for physical processes taking place inside the cells, including diffusion in solids, diffusion in electrolytic solutions, reaction kinetics, charge transport, heat transport, etc. Because of this, CellMod can predict battery cell behavior with a high degree of accuracy.

"Sendyne has developed the first ever lithium-ion, virtual, physics-based battery model for real-time co-simulation. To support the growing market demand of electric vehicles, Altair is thrilled to introduce this new capability to Altair HyperWorks customers as more physics-based battery simulation is needed. Engineers will now have the ability to virtually test battery packs with higher degrees of accuracy in their design models for hardware and software in the loop, thermal simulation, online battery prediction and more," said Richard Yen, SVP, global automotive and industry verticals team, Altair.

The default battery model for CellMod is the Panasonic NCR18650A. This version may be used as a stand-in representing a generic lithium-ion battery – and still provide better accuracy than what is offered by an equivalent circuit model. For design teams requiring a high level of accuracy (~97 percent or to the level of statistical variation) cell-specific versions that represent any type of lithium-ion cells, from NMC and LMO to LFP and NCA, and all iterations of these cells, can be quickly tailored.

"Sendyne is excited to join the Altair Partner Alliance and believes that CellMod will help Altair's automotive, aerospace and e-mobility customers build faster, better, and more cost-effective battery-powered systems," said John Milios, CEO, Sendyne.

To learn more about the CellMod FMU, please attend the introductory webinar, on October 17, 2019 at 10 a.m. EST, hosted by Altair and presented by Sendyne.

The APA offers on-demand access to a broad spectrum of software applications from more than 50 companies to Altair's customers. These organizations are able to leverage a wide range of software tools from a centralized source, helping them reduce time-to-market, increase intelligent design and make smarter decisions faster.

Bamboo Rose Launches First-Ever Digital Platform for the Food and Formulation Community
1 October 2019

Bamboo Rose, the leading multi-enterprise product and supply chain platform, today announced the launch of Bamboo Rose Multi-Enterprise Platform for Food and Formulation. The digital platform enables grocers, consumer packaged goods (CPG), and global brand companies to develop and deliver both private label and branded food and formulated products.

From early ideation, business case, recipe management, and formulation, to supplier quality, compliance, global trade management, the Bamboo Rose multi-enterprise platform for food and formulation provides complete traceability down the factory-line level.

"We heard from many in the food industry that they had searched for years for one platform to handle all food and non-food categories. They were forced to cobble together multiple solutions, which siloed their organizations, people, and partners. As we know, operating in a siloed environment is far too slow and costly, which makes it that much more difficult to thrive in today's competitive food market," said Sue Welch, chief executive officer of Bamboo Rose.

Welch continued, "That's why we created the first multi-enterprise platform specifically for this industry, because end-to-end platforms are critical for delivering value to all stakeholders throughout the food supply chain. Our platform supports more collaboration and transparency, empowering our customers to stand behind the quality of their products."

The Bamboo Rose Multi-Enterprise Platform for Food and Formulation brings unmatched benefits to the industry, including:

- Multi-Enterprise Engagement: No other solution is architected to engage and drive value for all members of the food community. The solution allows brand and product managers, suppliers, manufacturers, farmers, quality professionals, packing houses, regulatory bodies, and labeling organizations, among others, to collaborate on creating high-quality, compliant products at the highest margin possible, driving value for all parties involved.

- Cross Product Support: Enterprises today need to consolidate their product development and supply chain efforts to drive efficiency and support innovation. The Bamboo Rose platform provides one source of data for all food categories (fresh, formulated, manufactured, and in-store), as well as hardlines, soft lines, and apparel.

- End-to-End Capability: The Bamboo Rose platform supports food and formulated grocers and CPG firms from ideation, product lifecycle management, sourcing, to purchase order management, global trade management, and supply chain. With the platform's end-to-end traceability, users can be sure they're accessing consistent, accurate data to ensure product compliance across the board.

In developing the platform, Bamboo Rose enlisted the collaborative efforts of existing customer Loblaw, Canada's largest food distributor and purveyor of top-quality popular private label brands. Bamboo Rose also works with other grocers in the U.S., Australia, Europe and South Africa, including Shoprite, Africa's largest retailer. Shoprite manages its food imports through the Bamboo Rose platform, using its sourcing and global trade management solutions for supply chain and logistics management, maintaining complete visibility in production, in transit and through receipt at the distribution centers.

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Infor's NewPay Solution Receives FedRAMP Authorization
2 October 2019

Infor, a global leader in business cloud software specialized by industry, today announced that the company's NewPay solution has been FedRAMP authorized. NewPay is part of a recent U.S. government initiative to consolidate and modernize payroll, work scheduling and leave management. FedRAMP is the federal government's program to ensure a consistent approach to assessing, authorizing, and monitoring cloud products and services.

Grant Thornton, Infor, and their partners, CGI Federal, The Arcanum Group, and DAI Solutions, are proven leaders in public sector SaaS and were one of only two teams awarded a 10-year Blanket

Purchase Agreement (BPA) from the US General Services Administration (GSA) that will provide payroll and work schedule/leave management software-as-a-service (SaaS) solutions and services. This new FedRAMP certification, coupled with years of federal payroll experience, cements Infor NewPay's stature to further support government agencies.

Workforce payroll is one of the federal government's most significant expenses, and federal agencies will benefit from the automation of manual processes, so workers can focus on more value-add tasks, making better use of public funds and taxpayer dollars. Infor has nearly 20 years of experience handling federal payroll and federal employee benefits integration, and coupled with its recent FedRAMP certification for products that support NewPay, the company is uniquely positioned to guide customers on their NewPay journey.

"FedRAMP certification of Infor's NewPay solution is just one more reason federal agencies and their valued employees can trust our approach to modernize, improve, and secure their payroll, and time and attendance functions," said Carlos Otal, Grant Thornton national managing partner for public sector.

With consumer demand, systems consolidation, and IT modernization imperatives converging, federal government leaders are moving quickly to meet customer expectations—keeping sensitive data and systems secure, and ensuring responsive, multi-channel access to services. Infor's NewPay offering can provide the flexibility, rapid adaptability, payroll certification, and innovation needed to address the requirements of the federal government. Infor can deliver streamlined operations quickly, providing federal workers with the tools to solve complex payroll problems and deliver additional value.

"Infor has managed complex federal payroll scenarios for current customers for years, and our company has the depth and experience to handle unanticipated scenarios such as a government shutdown or furloughs. We can help provide stability during a period of instability," said Bill Sullivan, Infor senior vice president. "In addition to the traditional benefits offered when moving to the cloud, customers will forgo spending the millions of dollars needed to achieve security and regulatory compliance as well as millions spent on continuous monitoring, vulnerability management, and ongoing assessments. Customers will be able to inherit the security and compliance controls to demonstrate their ability to meet their compliance requirements, enabling them to stay focused on their mission and operational needs."

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IQVIA Launches IQVIA Consumer Health to Meet the Growing Business Needs of the Retail Health Sector

1 October 2019

IQVIA™ announced the launch of IQVIA Consumer Health, dedicated to supporting companies to drive innovation, operate more efficiently, optimize expanding product portfolios, and revitalize existing brands. IQVIA Consumer Health applies deep domain expertise, global and local regulatory intelligence, and insights that transform data into actionable strategies. This unique suite of solutions employs advanced technologies to help customers make quick, precise decisions to drive healthcare forward in a highly competitive market.

"IQVIA is committed to supporting the growing consumer health sector within the healthcare continuum," said Prasanna Pitale, vice president and general manager, IQVIA Consumer Health. "IQVIA Consumer Health capabilities cover all aspects of the brand journey while also helping over-the-counter medicines, personal care, patient care and nutrition companies optimize their performance

and ultimately give consumers better, healthier choices."

IQVIA Consumer Health's concept-to-consumer capabilities cover concept and strategy development, product and claim development, registration and market authorization, launch strategy and planning and commercialization and product lifecycle management.

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Synopsys Introduces PrimeECO Solution for Zero-Iteration Signoff-Driven Design Closure
30 September 2019

Synopsys, Inc announced the Synopsys PrimeECO design closure solution, the industry's first signoff-driven solution that achieves signoff closure with zero iterations. Signoff closure has emerged as one of the top challenges in digital design implementation, consuming up to 50 percent of the design schedule, mainly driven by rapidly increasing signoff scenarios and physical complexity at advanced nodes. The PrimeECO solution uniquely combines the efficiency to manage unlimited signoff scenario views with the scalability of incrementally enabled integrated physical implementation and signoff capabilities, delivering a 10X productivity boost for system-on-chip (SoC) designers by eliminating costly iterations between implementation and signoff.

The PrimeECO design closure solution features an innovative machine-learning-driven Hybrid Timing View technology that addresses the increasing signoff scenarios by predicting optimal trade-offs between required compute resource and desired timing accuracy. The Hybrid Timing View deploys the PrimeTime$^®$ signoff engine for real-time updates on accuracy-critical scenarios, while ensuring complete visibility on coverage-critical scenarios through efficient static views. The efficiency of Hybrid Timing View enables thousands of timing scenarios to be loaded onto a single machine, eliminating the need for a large number of compute resources typically required for signoff coverage.

To further eliminate design iterations, PrimeECO is architected on the Fusion Design Platform™, the world's first artificial intelligence (AI) enhanced, cloud-ready design platform with direct access to incrementally enabled placement, routing, extraction, physical verification, and signoff technologies from Synopsys' market-leading portfolio of solutions, including IC Compiler™ II place-and route, Fusion Compiler™ RTL-to-GDSII, IC Validator physical verification, StarRC™ extraction, PrimeTime, PrimePower, and PrimeYield. Within this single-environment design closure cockpit, not only is every change fully implemented and validated, but it also creates new opportunities for placement, routing, and timing co-optimization to achieve power, performance, and area (PPA) results previously impossible in traditional design closure flows.

The exclusive PrimeECO solution is available to all designers innovating on the Fusion Design Platform, as well as industry-standard DEF databases. The intuitive cockpit also provides a unique graphical user interface to overlay Hybrid Timing View on design visualization for final touch-ups, including an open database interface available to custom scripts for user-driven optimization.

"Leading-edge customers continually face design-closure challenges due to growing design complexity and the fast-multiplying number of scenarios," said Jacob Avidan, senior vice president of Engineering at Synopsys. "With the PrimeECO solution, we are introducing breakthrough technology that removes iterations during signoff closure by integrating key place-and-route technology into our golden signoff environment. That, coupled with the machine-learning-driven Hybrid Timing View for single machine efficiency, make this a game changer. We look forward to collaborating with our customers to address

this critical need for signoff-driven design closure."

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