

SYSPRO 8

Product Rollout

Positioning Guide

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SYSPRO 8 Product Rollout and Positioning

AUDIENCE

This document is aimed at anyone in the SYSPRO community (customers, partners and SYSPRO personnel) who require background about how the SYSPRO 8 product is rolled-out.

INTRODUCTION

Updates to SYSPRO 8 are provided twice a year. Each release of SYSPRO 8 is rolled-out using a carefully planned time-phased process, ensuring that various audiences are exposed to the product as early as possible, while managing the risk to end-users who trust the product to run their businesses.

This document summarizes the naming conventions, internal processes and reasons for the phased rollout. Examples are used throughout to provide clarity.

SYSPRO RELEASES

The development team produce a new release of SYSPRO 8 twice a year. We use the naming convention of the year followed by 'R1' for release 1 and 'R2' for release 2. These are currently planned for release during February and August each year – but in future these months may change.

For example, the following releases have been shipped or are planned for shipping:

SYSPRO Release	Release date
SYSPRO 8 2019 R1	February 2019
SYSPRO 8 2019 R2	August 2019
SYSPRO 8 2020 R1	February 2020
SYSPRO 8 2020 R2	August 2020

SYSPRO RELEASE PROCESS

This topic takes you behind the scenes introducing some of the key steps that the development and corporate support teams use to build the software release and make it available to the SYSPRO community.

SUMMARY PROCESS

1. The SYSPRO development team plan an internal cut-off date when the software must be ready for the next release. This means that the software has been completed and has passed all internal verification, including our automated regression testing. We call this our internal **development cut-off**.
 - In the past, this date was referred to as 'Released to Manufacturing' (RTM) as it was a physical manufacturing (CD/DVD) process. We do not use the phrase RTM, as we no longer create physical media.
 - It is important to recognize that at this stage, the product is complete but not installable (i.e. we cannot give anyone outside of our development team the software, as it has not been packaged).
 - Our internal **development cut-off** for SYSPRO 8 2019 R2 was July 12, 2019.
2. Once the development cut-off is reached, it takes approximately a week to build and verify that the product can be installed and that the key features work as expected. Once verified this software is THE build of the next software release (e.g. SYSPRO 8 2019 R2).
3. The next step is to make the new software available to selected audiences, allowing them to try it out, learn the new functionality, help verify the install and upgrade process works as expected and to provide feedback about any issues that they find.

While the software has a limited audience, we call it **Early Adopter (EA)**. We have four audiences who are gradually introduced to the software - approximately one week at a time. These are as follows (in sequence):

EA1	Corporate support and other corporate teams This is the most restrictive audience and used to verify that everything is working before it is released outside of the corporate teams. Hotfixes are created for any bugs found. If there is a serious problem (such as something missing, blatantly not working, or a serious bug) then we make it a mandatory hotfix. This means that all subsequent installs automatically include the software correction as if it was in the original software.
EA2	Regional support teams This is the first opportunity for each SYSPRO regional team to install, try out and provide feedback about the product. We create hotfixes to fix any reported bugs.

EA3	<p>Partners</p> <p>This is the first opportunity for each partner to try out and provide feedback about the product. We create hotfixes to fix any reported bugs.</p>
EA4	<p>Selected customers</p> <p>This is the first opportunity for selected customers to install and use the software. They can install it in test and/or live environments. Again, hotfixes are created for any reported bugs. It should be noted that if a customer installs the software during the EA4 period then they could continue to perform any User Acceptance Testing (UAT) even if the software is subsequently made generally available.</p> <ul style="list-style-type: none"> ▪ In all cases (EA1 thru EA4) the same software is being used, the only difference is the audience (who has access to the software) and that there could be additional hotfixes the later the software is released. ▪ All versions from EA1 onwards are suitable for running in a production environment.

4. Assuming all goes well, we release the software on **General Availability (GA)** on the planned release date. This means that anyone in the SYSPRO community can use the SYSPRO 8 installer application to install the new product, or update an existing site, from a previous SYSPRO 8 release.

Note: All of the Early Adopter (EA1 through EA4) and General Availability (GA) audiences mentioned above are installing exactly the same software. For clarity: some have misunderstood and believe that the Early Adopter software is *rebuilt* when we release the General Availability version. This is not the case. There may be hotfixes to correct any problems found, but the installed release is always the same software.

The difference is the *audience* (i.e. we are rolling the product out gradually to give people a chance to see the software, try it out, learn about it, and if any bugs are found to report them so we can fix them). This exposes our SYSPRO community to each release in a controlled rollout providing the software as soon as possible to each audience, while allowing us to have the most confidence about the quality of the product and the installation and upgrade process.



EXAMPLE ROLLOUT DATES FOR SYSPRO 8 2019 R2

The following shows the planned rollout of the 2019 R2 release, including the dates for each of the Early Adopter audiences.

- **EA1:** Week of July 22, 2019
- **EA2:** Week of July 29, 2019
- **EA3:** Week of August 5, 2019
- **EA4:** Week of August 12, 2019
- **GA:** August 19, 2019

It should be mentioned that the exact dates of each of the EA periods (EA1 - EA4) and even the GA date may vary slightly depending on feedback. Since SYSPRO 8 was initially released (during mid-2018) we have rarely been more than one day outside the planned dates.

If you need further confirmation of the dates for any Early Adopter period, please contact your SYSPRO regional support team. They will liaise with the corporate support team for the most up-to-date information.



AFRICA

SYSPRO South Africa

Block A
Sunninghill Place
9 Simba Road
Sunninghill
Johannesburg
2191
South Africa
Tel: +27 (0) 11 461 1000
Email: info@za.syspro.com

SYSPRO South Africa

Block A
Lagoon Beach Office Park
Cnr Marine & Boundary Rd
Milnerton
Cape Town
7435
South Africa
Tel: +27 (0) 21 552 2220
Email: info@za.syspro.com

SYSPRO South Africa

4 Nollsworth Crescent
Nollsworth Park
La Lucia Ridge
La Lucia
Durban North
4019
South Africa
Tel: +27 (0) 31 566 4240
Email: info@za.syspro.com

SYSPRO East Africa

Ground Floor – Office No.1 E
Panari Sky Centre
Mombasa Road
Nairobi
Kenya
Tel: +254 720 909 644
+254 720 909 530
Email: info@za.syspro.com

ASIA-PACIFIC

SYSPRO Australia

Suite 1102, Level 12
201 Miller Street
North Sydney
NSW 2060
Australia
Tel: +61 (2) 9870 5555
Toll free: +1 300 882 311
Email: info@au.syspro.com

SYSPRO Australia

1/14 Business Park Drive
Notting Hill
Victoria
Melbourne
3168
Australia
Tel: +1300 882 311
E-mail: info@au.syspro.com

SYSPRO Asia

8 Eu Tong Sen Street
#19-91 The Central
Singapore
059818
Tel: +65 6256 1921
E-mail: info@sg.syspro.com

CANADA

SYSPRO Canada

4400 Dominion Street
Suite 215
Burnaby
Vancouver
British Columbia
Canada
V5G 4G3
Tel: +1 (604) 451 8889
Toll free: +1 888 259 6666
Email: info@ca.syspro.com

SYSPRO Canada

5995 Avebury Road
Suite 902
Mississauga
Toronto
Ontario
Canada
L5R 3P9
Tel: +1 905 502 5502
Email: info@ca.syspro.com

SYSPRO Canada

6080 Young Street
Suite 1002
Halifax
Nova Scotia
Canada
B3K 5L2
Tel: +1 902 423 1256
Toll free: +1 866 979 7776
Email: info@ca.syspro.com

EUROPE

SYSPRO United Kingdom

Baltimore House
50 Kansas Avenue
Salford Quays
Manchester
United Kingdom
M50 2GL
Tel: +44 161 876 4498
Email: info@uk.syspro.com

USA

SYSPRO USA and Americas

959 South Coast Drive
Suite 100
Costa Mesa
California
92626
USA
Tel: +1 (714) 437 1000
Toll free: +1 800 369 8649
Email: info@us.syspro.com

www.syspro.com

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