



PROS AND CONS OF OUT-OF-THE-BOX ERP SOFTWARE

Interview with **Biju George**, SVP of Oracle Practice, [Syntax](#)

Every ERP software solution has its pros and cons depending on the industry and they offer different functionalities and their available integrations at the ready vary from each other. We discussed the pros and cons of out-of-the-box ERP and which businesses should opt for an out-of-the-box ERP with Biju George, SVP of Oracle Practice at Syntax.

1. Please tell ERP News readers a bit about yourself and your role at Syntax.

This is the 29th year that I've worked with ERP systems, both as an end user and as a Technology Consultant. I've worked with customers all over the world to architect and implement ERP systems for large multi-national firms, and I've specialized in Industrial Manufacturing, Consumer Products, and Oil Field Services industries. I'm currently the SVP of the EBS Professional Services and Applications Managed Services

practices at Syntax. I've been with Syntax for 8 years and am based in Houston, Texas.

2. We understand that Syntax has the ability to implement and manage different multi-ERP deployments. How do you guide your customers to choose the right ERP solution during their digitalization journey?

At Syntax, we work with each of our customers as trusted advisors to understand their business objectives and priorities to help advise as to which ERP Applications and Tools are appropriate for their situation. Having senior expertise across SAP, Oracle JDE, and Oracle EBS and both Private and Public Cloud solutions, Syntax can help guide a customer into making the right long-term decision for their business.

3. Many businesses are now confused about whether or not they should opt for an out-of-the-box ERP. What is so great about out-of-the-box ERP Software for some and what is not so great about it for others?

Out-of-the-box ERP is great for organizations in lower complexity business models. The Business Process functionality has been refined over years of working with organizations all over the world and is incorporated into the software on regular release cycles. A number of organizations will benefit from the business processes delivered by the ERP as the standard and will benefit from the continuous enhancements delivered with each release cycle. More complex organizations with business requirements not yet available (or met) by out-of-the-box ERP will be loathed to make any changes to existing ERPs that have already been customized to meet specific requirements.

4. Oracle EBS's out-of-the-box functionality doesn't cover some specific needs such as controlling forecasting or preventing resource dead times. How can companies tailor Oracle EBS to meet their unique planning and labor forecasting needs?

The Syntax AMS team has worked with several organizations faced with similar resource planning and forecasting requirements. By working together with our customers in an Agile development model, the Syntax AMS team was able to create a tool that allows our customers to forecast their resources around the world.

5. What does the future hold for ERP and how do you think the industry is evolving?

After meeting with our customers' Operations and IT Leadership, I see a focus on increasing productivity from their existing ERP systems. Either through RPA (robotic process automation), or by implementing application enhancements, our customers are focused on delivering more value from their current ERP systems. Customers are also focused on cost reduction by modernizing legacy integrations by leveraging SaaS tools to help lower ongoing integration costs.



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6. Could you tell us about the future growth and strategies of Syntax, with regards to Oracle specifically?

Syntax continues to invest in our Oracle OCI partnership and work with customers to architect Hybrid Cloud solutions. The combination of Syntax Managed Services and Professional Services with resources available around the globe enables us to work with firms of all sizes to help support their business applications. In the next year, we're forecasting that Applications Managed Services (AMS) will continue to grow at an accelerated pace. Experienced EBS resources are becoming more scarce and in high demand. Recruiting and retaining resources for customers is difficult and hard to justify the high ongoing costs. Syntax AMS will help customers to buy resources on a fractional model and can source resources from all over the world to provide the right support at the right costs.



Biju George is Senior Vice President of EBS Practice at Syntax. With over 25 years of experience delivering extensive enterprise applications and support across various ERPs for global companies, Biju has worked around the world with global organizations and gained unparalleled perspectives across various industries. Biju's background in Professional Services and as a Managed Services customer gives him a unique perspective, with strong customer empathy and a recognized ability to understand their demands and mindset. Biju holds a Bachelor's degree in Mechanical Engineering and Finance from the University of Texas at Austin.

About Syntax

Syntax provides comprehensive technology solutions to businesses of all sizes with over 800 customers trusting Syntax with their IT services and ERP needs. Syntax is a leading Managed Cloud Provider for Mission Critical Enterprise Applications. Syntax has undisputed strength to implement and manage ERP deployments (SAP, Oracle) in a secure, resilient, private, public or hybrid cloud. With strong technical and functional consulting services, and world-class monitoring and automation, Syntax serves corporations across a diverse range of industries and markets. Syntax has offices worldwide, and partners with SAP, Oracle, AWS, Microsoft, IBM, HPE, and other global technology leaders. Learn more about Syntax at www.syntax.com.