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The Navigator for Enterprise Solutions

ERP SPECIAL

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## 20 Most Promising ERP Solution Providers 2017

Today, the scope of ERP systems has extended to a number of business functions within an organization. This has boosted the increased adoption of cloud-based ERPs to access and store real-time data from anywhere around the world with low investment cost. The increase in use of cloud ERP can further be attributable to the increasing popularity of social media platforms and mobile technology. Social media's integration with ERP allows companies to connect with customers in real time, and enables them to analyze and report on the company's social activity.

Modern ERP systems are branching out from capturing data from various departments to providing business intelligence for a strategic advantage. ERPs are also embracing artificial intelligence that is quickly becoming an integral part of business functions.

Today, providers are focusing on tools and services that extend ERP functionalities to meet the consumer demands. This calls for integration with CRM, expense management, and human capital

management. The convergence of ERP and consumer interest has enhanced the capability of such ERP solutions to collaborate various touch points of an organization. While supporting latest technologies, ERP providers are ensuring end to end security of data with sophisticated features and restricted access to sensitive information.

In this edition of CIOReview, we present you the "20 Most Promising ERP Solution Providers 2017," featuring the best solution and service providers offering tools and services in the ERP landscape. In the last few months, a distinguished panel comprising of CEOs, CIOs, VCs, and analysts including CIOReview editorial board reviewed the top companies in the ERP domain, and shortlisted the ones that are at the forefront of tackling ERP challenges. The companies compiled in this issue have exhibited extensive business process knowledge, along with in-depth, integrated, and innovative strategies in the ERP space.

We present to you "20 Most Promising ERP Solution Providers 2017".



**Company:**  
 iTK Technologies

**Description:**  
 Provider of enterprise class solutions, support, and custom applications for managing ERP systems

**Key Person:**  
 Matthew Palmer  
 Principal  
 Ron L. Dykstra  
 VP-Sales

**Website:**  
 itktechnologies.com

## iTK Technologies Self-Healing ERP Systems

Touching upon the genesis of the company, Matthew Palmer, Principal at iTK Technologies, begins, "We all saw how in the sciencefictionfilm Passengers, a spaceship bound for a new planet underwent self-healing to return itself back to an acceptable state. That is precisely what we are doing in the ERP space. We are saying no to the legacy wait-to-break-to-fix model, and yes to self-analyzing, alerting and healing ERP systems."

Today, a plethora of companies across the globe rely on Infor Lawson, SAP, Oracle, and many other ERP systems. However, managing today's ERP system is no easy feat. It requires remaining abreast of the latest technologies to continuously usher in increased operational efficiencies. "Successfully managing your ERP system requires much more than a set of eyes examining log files, stat data and what not. The ERP technology stack of

today has become way too complex," stresses Palmer.

With roots tracing back beyond 2010, iTK comprises a dedicated team seasoned in the realm of healthcare, retail, and Infor Lawson verticals. With managed services built around a super charged analytics engine, service level agreements with the business lines become actually attainable and manageable. The firm's profound

hogging resources to the point that it was crashing the system. "We went back and compared our old protocol for detection and root cause analysis, to the new one. The old protocol would have taken us 4.5 days to make the determination and document the evidence. With our new release, it took less than 20 minutes. That's huge anyway you look at it," illustrates Palmer.

**“We will continue to leverage the wave of big data analytics and ultra-fast, cloud based compute engines to create a truly self-healing and managing ERP system**

technical and functional predictive analytics along with nanosecond event monitoring form the core of their threat and performance optimization services. These functionalities overcome the performance challenges in the ERP environment, turning it into a well-informed, perceptive, and self-healing ERP. "When considering SLAs and contracts, because of the complexities, nobody really looks into the nuts and bolts of managing them," states Palmer. To that end, iTK's advanced solutions leverage artificial intelligence, pattern/signature recognition, and additional data attributes to self-manage and defend the ERP stack within those SLA obligations.

With new data points and views from the big data technologies the team incorporated, came a treasure trove of intelligence on the ERP. One of the first issues identified with the new release was with a poorly formed custom program

"It does not take long to start discovering new ways that can drive mind boggling new efficiencies into your ERP stack. From embedded AICPA and HR best practices to custom data views combining literally billions of data points your mind is really the only limitation in the equation."

With the firm's technical prowess and Palmer's leadership they are taking ERP management to stratospheric heights; empowering clients with the edge in a technologically competent world to eliminate superannuated ERP performance management from their business. Palmer firmly believes that super-fast analytics is an indispensable tool in ensuring business efficiency and data security.

In days to come, "Our focus is going to be heads down on artificial intelligence. We will continue to leverage the wave of big data analytics and ultra-fast, cloud based compute engines to create a truly self-healing and managing ERP system," concludes the principal. **CR**

