4MOST NEWSLETTER - DECEMBER 2020

As the Festive Season draws ever closer, our thoughts turn gratefully to those who have made our progress possible. In this spirit, we sincerely thank you, our valued business partners and extend our best wishes for the Holiday Season and a New Year filled with prosperity and success!

Please take note that our Head Office in Pretoria, South Africa will be open throughout the holiday season, excluding public holidays, to assist with any urgent service related queries. We will have a small number of staff on duty, to ensure that you are fully supported in this time.

You can direct your requests to support@4most.co.za or +27 (0)12 345 2505.
In addition, the urgent after hours support lines will be operational during this period;
Urgent After-Hours SAP Support: +27 (0)72 271 9898
Urgent After-Hours IT Support: +27 (0)72 281 1920 (For 4most's Hosted Clients)

Read further in this newsletter for more information on how to contact our Support Services and how to log a support call.

What's in store for you in this month's newsletter:
1. COVID-19 in Your Business – The Adverse Effects of Infection and how to ensure that you are prepared.
2. Creating a Network of Networks
3. Delete Multiple BOMs in one go
4. How to Contact 4most for Support
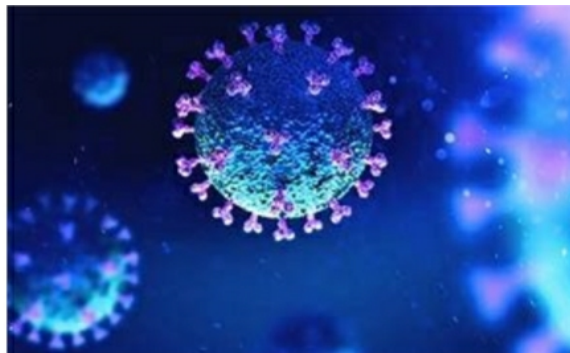
COVID-19 in your Business - The Adverse Effects of Infection and how to ensure that you are prepared

As we have found out last night, the COVID-19 pandemic is still wreaking havoc on local trade and economy and will be with us into 2021. As much as 46,4% of South African businesses reported temporary closure or paused trading activity since April 2020[1]. At first these closures and loss of income was due to heavy restrictions in high lockdown levels, but as months went by we saw a shift from enforced closure to declined activity due to long-term impact on supply chains, customer demand, and more pertinently, the effects of the actual virus itself.

Just one infected employee can have a devastating ripple effect throughout a working environment – losing operational ability, the cost of sanitising physical spaces and the psychology of panicked employees are but a few factors to consider. Where do you start to prepare for the day that your business contracts COVID-19?

Failing to plan is planning to fail

We need to manage the unavoidable so that we can avoid the unmanageable[2]. This basically comes down to planning. Every business must establish emergency measures and organisational instructions to put in place should members of the workforce contract COVID-19. Without these, business continuity is at risk. Without continuity there is no funds, and without funds there is, well, nothing.

Have you conducted a business assessment to identify COVID-19 risks and then allocated a Crisis Task Team to set up procedures and assign employees, tools, funds and any other resources needed to mobilise response efforts in the wake of a positive diagnosis?

Have you prepared this team for the need and run through scenarios of closing down a business premises entirely? Have you made arrangements for the safety of employees, the continuity of critical operations and stabilising the organisation in the face of a significant impact on its economy?

Factors such as the cost of sanitising and screening operations, the implications of remote working, the effects of absenteeism due to illness and the optimisation of portfolios must all be carefully considered. In addition, scenarios, plans and measures to restore business operations after a complete or partial closure must be in place.

Lastly, prepare your Task Team and your business for the reality that closure may be repeated. One round of infection does not automatically mean it will not happen again.

[1] www.statssa.gov.za/publications/Report-00-80-01/Report-00-80-01April2020
[1]] https://www.bdo.co.za/en-za/insights/2020/covid19/covid-19-when-your-business-catches-the-bug

Put people first

It's imperative that business leaders act swiftly, but with empathy in the face of this pandemic. Should employees test positive, the overall workforce will become anxious – not only about their health, but also their job security. Acting in a human-centric manner and showing support and understanding will be beneficial to all involved.

Accurate records must be kept of all employees, suppliers and clients who come in to a physical worksite, as well as have contact with one another off-site. Accurate screening at a physical worksite is required by law. Ensure that all contact information is complete and up to date so that all affected can be contacted immediately should a positive case become known. Note that the identity of an infected employee(s) may not be compromised – national laws and procedures have been put in place since the inception of lockdown to prevent workplace discrimination.

The safety of employees and non-spread of the virus must be guaranteed for those performing functions that cannot be done remotely. Should this not be possible, or fail, complete closure may be necessitated. Though the authorities must be notified of positive cases, company closure and reopening can be determined and implemented without government's knowledge or instruction.

Policies and operational procedures

In a COVID-19 business continuity plan, special attention must be given to appropriate HR procedures and protocols. Important areas, such as health and safety, travel policies, remote working arrangements, forced leave, medical testing, sick leave entitlement, quarantine, TERS and UIF, employee benefits and dismissal must all be covered and provided for in full. Each business's needs and implementation will be different – careful analysis is paramount.

Don't be wary of changing business practises, or even core product or service lines in order to maintain critical operations and optimise costs. The identification of alternate suppliers, prioritising particular customers or temporarily suspending certain operations have saved many a business from ruin. Assessing workforce abilities can also allow employers to map and possibly reassign core activities to available workers once infection occurs and absenteeism sets in. Alternatively, personnel may be cross-trained to perform essential functions, thus cutting down on the number of key employees at risk.

Should complete closure become unavoidable, numerous avenues are open to alleviate financial distress. Short time and other retrenchment avoidance measures may be investigated, retrenchment itself put in place and payment recourse sought from government institutions. Companies may also investigate adding a Contagious and Infectious Disease extension to their business insurance policy – the physical presence of COVID-19 at business premises is slowly being recognised to trigger cover pay-outs[3], though it is important to note that it will not pertain to closures due to lockdown restrictions, only closures due to infection; and will exclusively cover the duration of the shutdown needed to eradicate the outbreak from a premises.

Learn from the virus

Though the risks are many and the possible consequences dire, our current fight for survival provides a once-in-a-lifetime opportunity to reflect, transform and emerge better and stronger than ever before. Be honest with yourself and your business, be flexible and able to make quick decisions and even quicker adjustments.

Learn from the virus once it affects you - assess your organisation's response efforts and identify areas for real-time course corrections. Look to what organisational insights the crisis process has provided to help you build and strengthen your business going forward. Find opportunities in the disaster.

If you are able to achieve this, your business will beat COVID-19.

Creating a Network of Networks

Due to the coronavirus, the global economy is facing the most disruptive challenge of the past 75 years. Across all industries, even the most forward-thinking companies have reported disrupted supply chains and effects on many day-to-day business operations due to the uncertain supply of critical materials, demand volatility for goods and services, and constrained capacity in manufacturing and logistics.
By Christian Klein. Courtesy of SAP

Read More

Delete Multiple BOMs in One Go

Black Friday is behind us, holidays are right around the corner, and the new year is quickly approaching filling the hearts with hopes for a better future. While hopes are dedicated for the things we cannot control or change, there are some actions we can take to have a clean start next year. Take for example Bills of Materials. If you are working with production for few years now, you probably have multiple BOMs defined in your company database. Are they all still relevant?
By Ari Schapira.

Click here

How to Contact 4most for Support

We provide more than one way to log a Service Call to ensure you receive the best service in the shortest possible time.
When an SAP issue is detected, you are able to log the service call by;

1. Log the call online
2. Send us an email
3. Call in for Telephonic Support

Please see below for steps to follow.

Support Portal

We provide our clients with a custom developed Service Call Management Functionality also known as a Support Portal.

This allows our clients to log service calls simply and conveniently online at any time, track accurate, timely and conclusive updates on the progress and status of their service call and more. This is a transparent, incorruptible means of communication, not limited by business hours!

If you are a client of ours, you can login with your username and password here.

The Support Portal offers a convenient web based system which enables you to:

- Log your service calls, simply and conveniently, online at anytime
- Update against the open issues
- Attach supporting documents to your logged call
- Track accurate, timely and conclusive updates on the progress and status of your service call
- View the progress and status of all of your company's logged issues
- Regain control of the level of issues logged

[More info]

4most Client Care Centre

As a certified SAP Business One Partner, 4most is dedicated to ensuring the continued care of our clients and boasts an in-house Client Care Centre.

Our experienced and certified business and technical consultants provide assistance and technical support services with the goal of helping the user solve specific problems with their technology or software solutions.

How to contact our Client Care Centre:
1. Email us at support@4most.co.za

2. Call in - for emergencies only
   Office landline: +27 (0)12 345 2505
   * Monday to Friday; 8am to 5pm*

Urgent After-Hours Support:
Urgent After-Hours SAP Support: +27 (0)72 271 9898
Urgent After-Hours IT Support: +27 (0)72 281 1920 (For 4most's Hosted Clients)

Kindly take note that 'Urgent Support' is defined as a level 1 or level 2 incident.

[More info]

4most Systems provides world-class, individually tailored and innovative business solutions for small, medium and large enterprises across industries and sectors. Established as an SAP Partner in 2004, we deliver ERP solutions utilising SAP Business One at the core. With offices in South Africa, Botswana and Namibia as well as a growing economic footprint in the DRC, Kenya, Zambia, Malawi and Tanzania, the company has a strong base, being the first and only partner to establish all-round SAP competency, offering over 30 years of experience and skills.

[Contact us]