

September 22, 2022

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Exchange Plaza, 5th Floor
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Bandra Kurla Complex, Bandra (E)
Mumbai – 400 051
Scrip: RAMCOSYS

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Dalal Street, Mumbai – 400 001
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Sub: Press Release

Ref: Regulation 30 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015

Please find enclosed the press release, titled “**OpenWorks goes live on Ramco ERP**” which is being released to the press from our end.

The aforesaid intimation is also being hosted on the website of the Company www.ramco.com.

Kindly take on record the same.

Thanking you,

For **RAMCO SYSTEMS LIMITED**

**VIJAYARAGHAVAN NE
COMPANY SECRETARY**

Encl: Press Release

Ramco Systems Limited

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www.ramco.com

OpenWorks goes live on Ramco ERP

Leading facilities management services provider scales with new technology infrastructure

Phoenix, USA / Chennai, INDIA – September 22, 2022 – Global enterprise software provider [Ramco Systems](#) announced the successful implementation of its enterprise resource planning solution, [Ramco ERP Software](#) at [OpenWorks](#), a leading American facilities management provider. Ramco's business partner, [Advanced Global Resources \(AGR\)](#), played a pivotal role in the implementation process, thereby enabling a complete digital transformation.

With modules for Facility Management, Enterprise Asset Management, Fixed Assets, Finance, Sales, and Purchases, Ramco ERP Software provides OpenWorks with a 360-degree view of its operations through its single integrated solution, thereby automating the company's customer billing and payments to franchisees, asset tracking and optimizing franchise assignment processes. Ramco ERP Software is seamlessly integrated with OpenWorks' customer relationship management (CRM) software, enabling OpenWorks to streamline the handling of its customer requests, thus reducing turnaround time and enhancing customer satisfaction.

In addition, Ramco's next-gen innovations around mobility, collaborative portals and adaptive card-based user interface enables OpenWorks to swiftly record data in the field, increase efficiency through streamlining collaboration with its customers and extended supply chain partners and quickly obtain quotation data from contractors through a Zero UI-based solution.

Ed Pim, Senior Vice President of Operations and Experience, OpenWorks, said, "At OpenWorks, we are always seeking to improve how we serve all our stakeholders in our journey to making the world better. We selected Ramco's ERP Software to enhance our customer service, automate our billing and payment processes and obtain complete visibility into our operations, bundled with rich user experience. Through the excellent collaboration between OpenWorks, Ramco and AGR teams, we were able to fully realize our goals. We look forward to reaching greater heights with Ramco."

Matt Muns, President, Advanced Global Resources (AGR), LLC, said, "We are delighted to have been Ramco's implementation partner for OpenWorks' digital transformation journey. Through our partnership with Ramco, we have been delivering cutting edge pragmatic technology innovation for leading organizations. We are confident that this collaboration with Ramco and OpenWorks will intensify our mutual winning approach in the years to come."

Prashanth Vasu, President & Head – Ramco ERP Software, Ramco Systems, said, "We are privileged to partner with OpenWorks on this important effort and grateful to AGR for being a wonderful partner to us. The successful implementation and collaborative spirit of this partnership gives us great confidence in deepening our relationship with OpenWorks and equally, to expanding our presence in this space where we believe there is significant opportunity to create value for our clients."

Ramco ERP has been delivering significant innovation, cost savings, and superior business processes to global organisations. Ramco's focus on usability, context-awareness, mobility, overall flexibility and comprehensive functionality has enabled smooth technological transitions for customers.

About OpenWorks:

OpenWorks is a national leader in facilities management services including cleaning and disinfecting, landscaping, supply replenishment and HVAC service. Founded in 1983, customers trust OpenWorks to provide reliable quality and customer service through robust technology solutions and a proven network of elite service providers. This performance earns OpenWorks an industry-leading 99% customer retention rate and the confidence to offer new customers a limited money back guarantee.

About AGR:

AGR is a Digital Transformation Change Agent focused on providing Pragmatic business-focused solutions for today's most complex challenges. With a technology consulting pedigree spanning 30 years AGR has the sophistication to manage complex

requirements for Fortune 1000 companies and is agile and lean enough to efficiently deliver value-added services to small and mid-market businesses. AGR prides itself on Partnering with our clients to deliver business value above and beyond the engagement scope.

About Ramco Systems:

Ramco is a next-gen enterprise software player disrupting the market with its multi-tenant cloud and mobile-based enterprise software in HR and Global Payroll, ERP and M&E MRO for Aviation. Part of the USD 1 billion Ramco Group, Ramco Systems focuses on Innovation and Culture to differentiate itself in the marketplace. On the Innovation front, Ramco has been focusing on moving towards Active ERP leveraging Artificial Intelligence and Machine Learning by building features such as **Talk It** - which allows transactions to be carried out by simple voice commands, **Bot it** – which allows users to complete transactions using natural conversations; **Mail It** – transact with the application by just sending an email; **HUB It** - a one screen does it all concept built to address all activities of a user; **Thumb It** – mobility where the system presents users with option to choose rather than type values and **Prompt It** – a cognitive ability which will let the system complete the transaction and prompts the user for approval.

With 2000+ employees spread across 28 offices, globally, Ramco follows a flat and open culture where employees are encouraged to share knowledge and grow. No Hierarchies, Cabin-less Offices, Respect work and not titles, among others are what makes the team say, Thank God it's Monday!

Winner of 2020 ISG Paragon Awards Asia Pacific, for 'Transformation' and 'Collaboration' Awards;

Conferred as Malaysia's Best Employer Brand 2022;

Winner of Global Payroll Association's Innovation Award 2021;

For more information, please visit <https://www.ramco.com/products/erp-software/>

Follow Ramco on Twitter [@RamcoSystems](https://twitter.com/RamcoSystems) / [@RamcoERP](https://twitter.com/RamcoERP) and stay tuned to <https://www.ramco.com/blog>

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