

IS1105 Lecture 9: ES and ERP

Enterprise Resource Planning

understanding the needs of org and implementing an ES that tailors to that - configuration of ERP systems

financial management
operations management
HR management

core components

supply chain management
customer relationship management

extended components

can be used for different business processes but do better with internal BP - limitation

Enterprise Systems

integrated suite of business applications for every dept, process and industry that allows companies to integrate info across operations on a company-wide basis

Internally focused systems: support functional areas, business processes and decision making within an organisation

Externally focused: Inter-organizational system (IOS) - upstream and downstream info flows. Applications: Customer Relationship Management, Supply Chain Management

vanilla vs customised software

best practises-based software

business process management

Benefits

improved availability of info
increased interaction throughout the org
reduced lead time for manufacturing
improved customer interaction
reduced operating expenses
reduced IS costs
improved supplier integration
improved compliance with stds

Costs

travelling and training cost for personnel
ongoing customization and integration costs
business process studies
project governance costs