Q 1. Sparsh Hospital (Orthopedic) required a robust business management solution to get the most efficiency and results from their team of medical professionals across multiple branches. The lack of system integration made processing bulk data volumes slow and prone to errors. Manual reporting was inefficient and not possible in real-time. Additionally, the existing laboratory information management system (LIMS) software led to duplicate data and processes. Sparsh Hospital wanted to eliminate these errors by using an ERP system. As a consultant to Sparsh hospital, what are the benefits of ERP packages that you will highlight to the management to overcome the challenges faced by them? How will you ensure that the implementation goes smooth, costs are saved rather than wasted? **(10 Marks)**

Answer:

As a consultant to Sparsh Hospital, I would highlight the following benefits of implementing an ERP system:

Improved Efficiency: An ERP system integrates all the departments and processes of a hospital, allowing for real-time data access, reducing data redundancy, and improving the overall efficiency of the hospital's operations. An ERP system streamlines all the hospital's business processes, enabling more efficient management of resources, reduced manual data entry, and elimination of redundancies. This, in turn, allows staff to spend more time on critical tasks such as patient care.

Better Data Management: The ERP system provides a central database to store, manage, and access the hospital's data, including patient records, billing, inventory, and other financial information. With real-time data access, hospital management can make better-informed decisions. They can see an overview of the hospital's operations and financial health, making it easier to identify issues and opportunities. This enables faster decision-making, ultimately benefiting patients and the organization.

Improved patient care: By accessing patient data in real-time, healthcare providers can provide better care, diagnosis, and treatment plans. An ERP system makes patient information more accessible, allowing doctors to make informed decisions quickly.

Cost Savings: The ERP system eliminates the need for multiple software solutions and streamlines the hospital's operations, reducing costs associated with duplicate data entry, manual reporting, and data errors. An ERP system can automate repetitive tasks, reducing manual work and the likelihood of errors. It can also help in optimizing inventory levels,

reducing the risk of overstocking or stock shortages. By reducing inefficiencies, hospitals can reduce operational costs and save money.

Improved Decision-Making: The ERP system provides real-time data access and analysis tools to help hospital management make informed decisions and optimize their operations. An ERP system integrates all departments, enabling better communication and collaboration between teams. This, in turn, enables faster problem-solving and better decision-making, benefiting patients and the organization.

To ensure that the implementation goes smooth, costs are saved rather than wasted. I would define project goals and objectives: It's important to define the goals and objectives of the project clearly. This will help in setting expectations and ensuring that everyone is on the same page.

Conduct a thorough needs analysis: Before selecting an ERP system, it's important to conduct a thorough needs analysis. This will help identify the hospital's specific needs and ensure that the ERP system selected aligns with them. This can help avoid unnecessary customization and costs. Select an ERP system that aligns with the hospital's requirements and budget. Evaluate different vendors and consider factors like implementation time, customization options, and support.

Engage stakeholders: It's crucial to engage key stakeholders, including hospital staff, management, and IT team, throughout the implementation process. This ensures that everyone is invested in the project's success, and any issues can be addressed early on. Involve all the stakeholders in the implementation process, including hospital staff, management, and IT team. This will help in ensuring that everyone is invested in the project's success and can provide valuable input.

Plan and document the implementation process: A detailed implementation plan should be created and documented, with timelines, milestones, and responsibilities assigned. This will help ensure that everyone is on the same page, and the project stays on track.

Allocate adequate resources: adequate resources, including funding, staff, and time, should be allocated to the ERP implementation. This can help ensure that the project is completed within budget and timeline, reducing the chances of wasted costs. Provide comprehensive training to the hospital staff on how to use the ERP system. This will help in ensuring that they can use the system effectively, reducing the chances of errors.

Prioritize training and change management: Staff training and change management should be prioritized. This can help ensure that staff is adequately trained on the new

system, and any change management issues are addressed. This can help avoid resistance to change and ensure a smooth transition.

Monitor progress: Continuously monitor the implementation process and make necessary adjustments as needed. This will help in ensuring that the project stays on track and is completed within the budget and timeline.

Overall, the implementation of an ERP system can have a significant positive impact on the operations and bottom line of Sparsh Hospital. By carefully planning and executing the implementation process, the hospital can ensure that it achieves maximum benefits while minimizing costs and disruptions to its operations. a well-planned and executed ERP implementation, with active stakeholder engagement, prioritized training, and ongoing progress monitoring, can help ensure a smooth transition, and reduce the chances of wasted costs

Q 2. You have joined an online food aggregator as the CEO in the month of April 2021. The group had implemented an ERP System which went live in the month of November 2020. Also, few key members who were a part of the implementation team, left in between. After 1 month of joining the group, you found out that the ERP system implemented is not being used at its full capacity and also there is lot of resistance from the users. The President/MD has already invested time and money in the ERP system. As a CEO, you have to present the updates and findings to your MD. You seek answers to the following questions: What could be the probable reasons before or during the implementation that were not identified at that time, that led to the poor usage of the system? You, have to present a future plan to make the use of the system among users a hit. What will be your approach and strategic plan? **(10 Marks)**

Answer:

The implementation of an ERP system can be a complex and challenging process, requiring significant investment in time and resources. Despite the benefits of implementing such a system, it is not uncommon for companies to face resistance and poor adoption among users, as was the case in this scenario.

After only one month of joining the group, the CEO discovered that the ERP system was not being used to its full capacity and that there was significant resistance from users. This situation can create several challenges for the organization, including reduced efficiency, increased costs, and missed opportunities for growth and development.

The reasons behind the poor usage of the system and the resistance from users can be varied. However, it is crucial for the organization to address these issues to maximize the potential benefits of the system. Failure to do so can result in a waste of resources and a missed opportunity for the organization to gain a competitive advantage in the market. Some of the potential cause that may lead to failure in this case are listed below,

Lack of proper training and education: Users may not have received adequate training on how to use the system, leading to a lack of understanding and difficulty in navigating the system.

Poor user experience design: The user interface of the ERP system may not be user-friendly, making it difficult for users to use and navigate the system effectively.

Inadequate stakeholder involvement: Stakeholders may not have been involved in the implementation process, leading to a lack of ownership and resistance to using the system.

Lack of communication: Communication about the implementation process and the benefits of the system may not have been effectively communicated to users, leading to resistance and skepticism.

Incomplete implementation: The implementation team may not have fully completed the implementation of the system, leading to errors and functionality issues that discourage users from using it.

To overcome these challenges, the CEO must adopt a proactive and strategic approach to increase the adoption and utilization of the ERP system among users. This approach can involve various strategies such as providing adequate training and education to users, improving the user experience design, involving stakeholders, effective communication, and continuous monitoring and improvement of the system.

To make the use of the system among users a hit, the following approach and strategic plan can be considered:

Identify the issues: Conduct a thorough analysis of the issues faced by users in using the ERP system. Collect feedback and insights from users to identify the root cause of the problem.

Develop a training and education program: Develop a comprehensive training and education program for users, covering all aspects of the system. This will help users understand the system's functionality and how to navigate it effectively.

Enhance user experience design: Redesign the user interface of the system to make it more user-friendly and easier to navigate. This will make it easier for users to use the system and increase their productivity.

Involve stakeholders: Involve stakeholders in the implementation process to create ownership and buy-in. This will lead to more support and adoption of the system.

Communicate effectively: Develop a communication plan to communicate the benefits of the ERP system to users. This will create awareness and interest in using the system.

Continuously monitor and improve: Continuously monitor the usage of the system and gather feedback to improve the system's functionality and user experience.

Q 3. A. Compare the pros & cons of pre-packed software versus customized software. Explain any two emerging trends that are currently integrated in ERP packages. **(5 Marks)**

Answer: Pre-packaged software and customized software have their own sets of pros and cons. Lets review the Pros:

Pre-packaged software (Pros)	Customized software (Pros)
Pre-packaged software is designed to be implemented quickly and efficiently, which means the organization can begin using it within a short period of time.	Customized software is designed to meet the unique needs of an organization, which means that it can be tailored to meet specific business processes and workflows.
Pre-packaged software is generally more affordable than customized software as it is designed to be used by a larger number of customers.	Customized software can be designed to grow and evolve with an organization as its needs change over time.

Pre-packaged software often comes with industry-specific features and functionality that is designed to meet the needs of a specific industry.	Customized software can provide a competitive advantage to an organization by providing unique features and functionality that are not available in pre-packaged software.

Cons:

Pre-packaged software (Cons)	Customized software (Cons)
Pre-packaged software has limited customization options, which means that it may not be able to meet the unique needs of an organization	Customized software is generally more expensive than pre-packaged software as it requires more resources and time to design and implement.
Pre-packaged software may not be able to grow with an organization as its needs change and evolve.	Customized software takes longer to implement as it is designed specifically for the organization's needs.
Organizations that use pre-packaged software are dependent on the vendor for updates and support, which can be a disadvantage if the vendor goes out of business or stops supporting the product	Customized software requires ongoing maintenance and support, which can be expensive and time-consuming.

Two emerging trends that are currently integrated into ERP packages:

Artificial intelligence (AI): Many ERP vendors are integrating AI capabilities into their software to improve decision-making, automate routine tasks, and identify patterns and trends in data. AI can help organizations save time and reduce errors by automating repetitive tasks and providing insights into data.

Cloud-based ERP: Cloud-based ERP systems are becoming increasingly popular as they offer several benefits such as scalability, flexibility, and cost-effectiveness. Cloud-based ERP systems can be accessed from anywhere, making it easier for employees to collaborate and work remotely. They also eliminate the need for on-premises hardware and software, which can reduce IT costs.

Pre-packaged software and customized software both have their own advantages and disadvantages. Organizations should carefully evaluate their needs and resources before choosing between the two options. ERP systems are evolving with emerging trends like AI and cloud-based ERP, which can provide organizations with even more benefits and help them stay competitive in the market.

Q 3. B. What are open-source ERP packages. Explain the features of any two open-source ERP packages. **(5 Marks)**

Answer:

Open-source ERP software packages are computer programs that are freely accessible and that anybody can alter and customize. Open-source ERP software is frequently user- and developer-driven and is maintained by a team.

Two popular open-source ERP packages are:

Odoo: An all-encompassing open-source ERP system, Odoo has modules for project management, CRM, inventory management, and more. Its essential characteristics include:

Odoo is easily adaptable to fulfill the unique requirements of an enterprise. Users can select the modules they wish to utilize and alter the interface to suit their requirements.

Odoo supports more than 30 languages, making it available to users all over the world.

Integration: Odoo can be connected to other software programs including e-commerce sites, payment processors, and delivery services.

Mobile app: Users can access Odoo's system from anywhere thanks to its mobile app.

ERPNext: ERPNext is an open-source ERP system with modules for accounting, inventory control, human resources, customer relationship management, and more. Its essential characteristics include:

User-friendly interface: ERPNext is accessible to users with varying degrees of technical experience thanks to its user-friendly, intuitive design.

Customizable: ERPNext can be modified to match the unique requirements of a company. Custom fields, workflows, and reports can all be added by users.

Collaboration: Teams can cooperate and work more effectively together thanks to capabilities in ERPNext like task management and document management.

Support for many currencies: ERPNext makes it simpler for businesses to operate in several nations by supporting a variety of currencies.

In conclusion, open-source ERP software programs are computer programs that are freely accessible and that anybody can alter and change. Two well-liked open-source ERP programs, Odoo and ERPNext, provide a variety of features and functionalities for businesses of various sizes and sectors.