Business Requirements Document - ERP System Enhancement

# Executive Summary

This document outlines the business requirements for enhancing our current ERP system to support multi-currency operations, advanced reporting capabilities, and integration with third-party logistics providers. The project aims to improve operational efficiency, reduce manual processes, and provide better visibility into business operations across all departments.

# Project Scope and Objectives

The primary objectives include streamlining financial processes, automating inventory management, enhancing customer relationship management, and implementing advanced analytics capabilities. This initiative will impact Finance, Operations, Sales, and Customer Service departments.

# Functional Requirements

Multi-currency support with real-time exchange rate updates

Advanced reporting dashboard with customizable KPI tracking

Integration with major shipping carriers for automated tracking

Mobile accessibility for field sales representatives

Automated workflow approvals for purchase orders and expense reports

# Technical Requirements

The system must support cloud deployment with 99.9% uptime availability, handle concurrent users across multiple time zones, and maintain data security compliance with industry standards including SOC 2 and ISO 27001.

# Integration Requirements

Integration with existing CRM system, accounting software, inventory management tools, and HR systems. API development for third-party applications and real-time data synchronization capabilities.

# Implementation Timeline

Phase 1: System Analysis and Design (3 months)

Phase 2: Core Module Development (6 months)

Phase 3: Integration and Testing (3 months)

Phase 4: Deployment and Training (2 months)