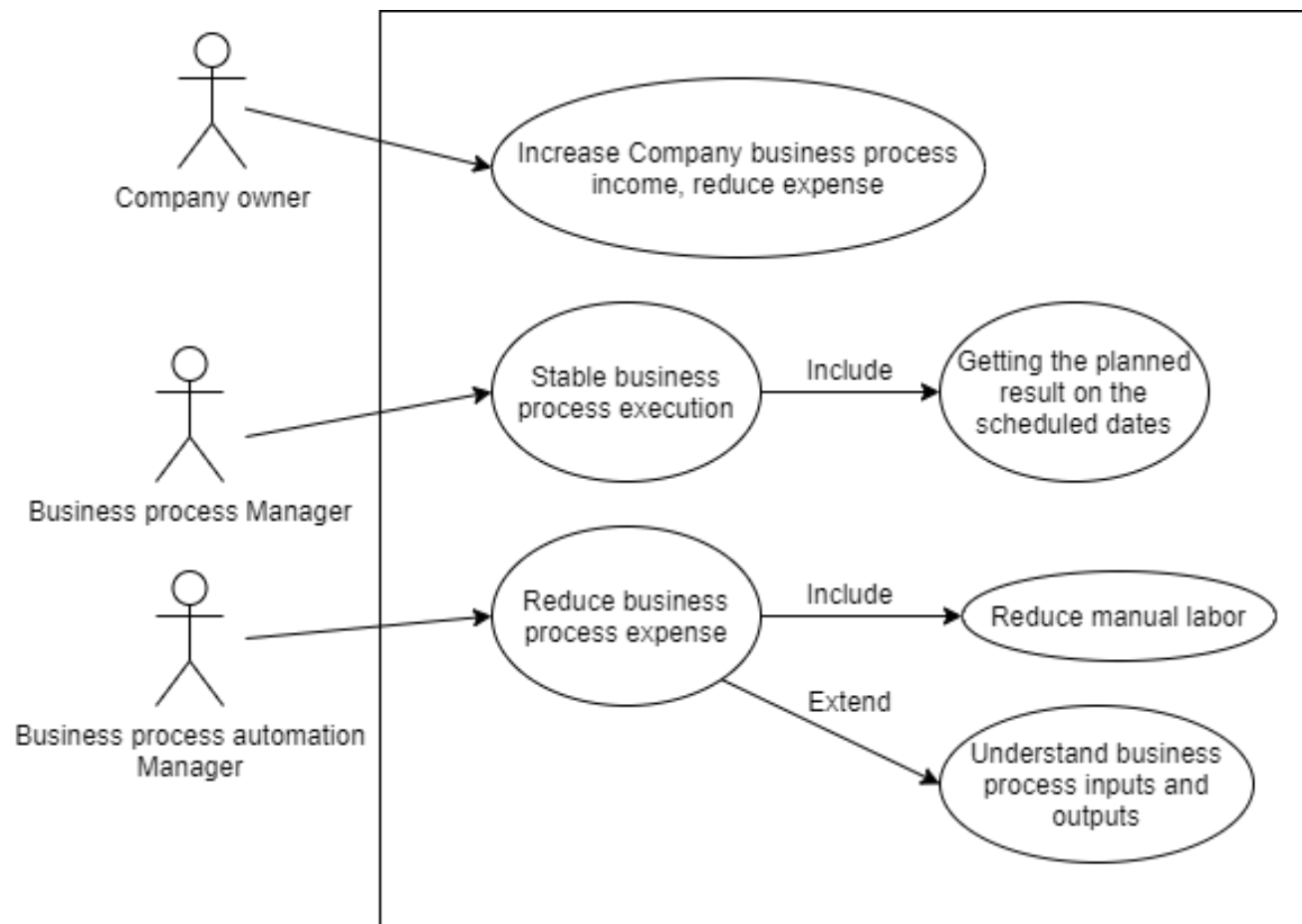


Introducing the terminology

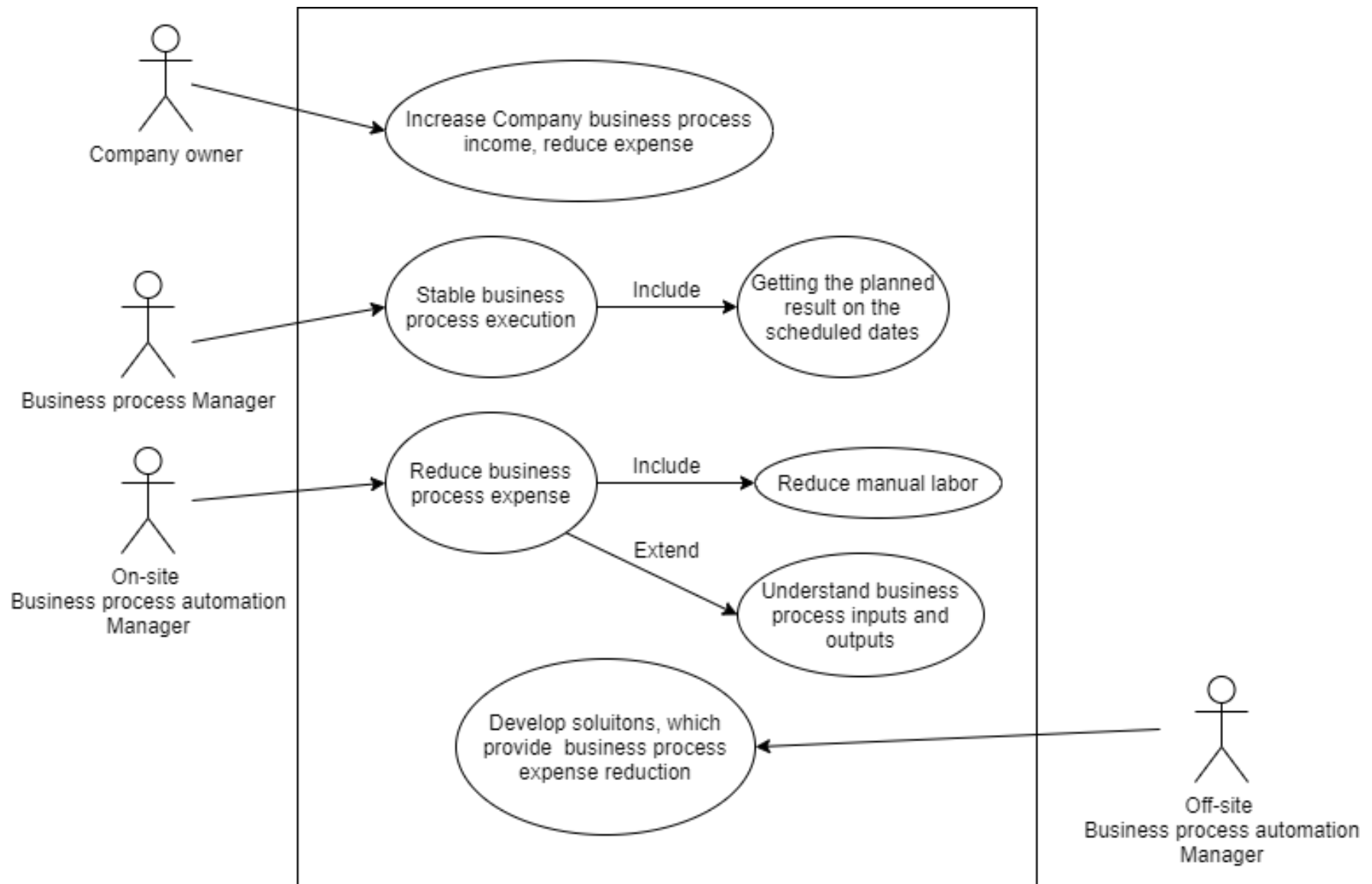
Enterprise software is computer software used to satisfy the needs of an organization.

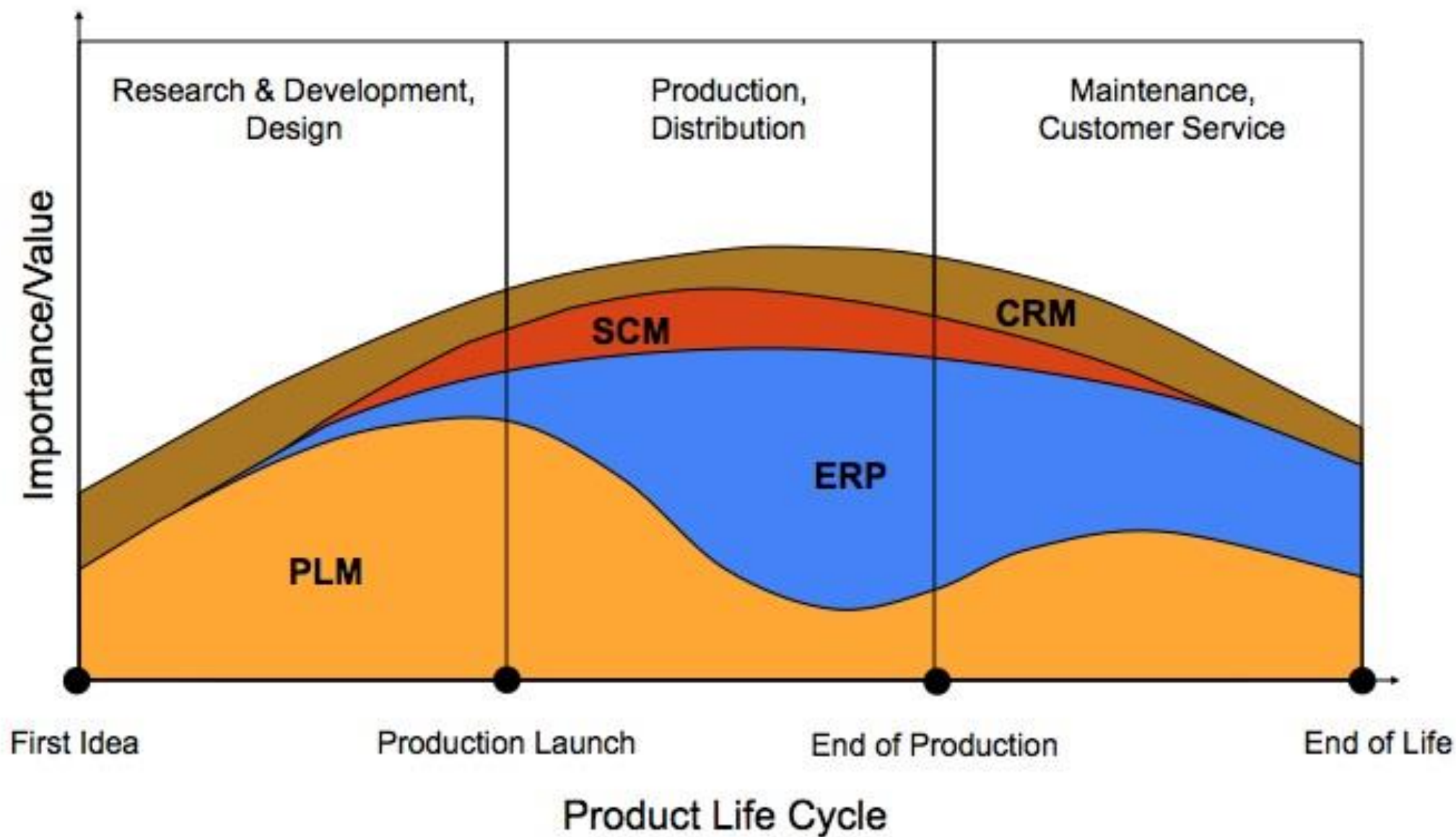
Martin Fowler: "Enterprise applications are about the display, manipulation, and storage of large amounts of often complex data and the support or automation of business processes with that data."

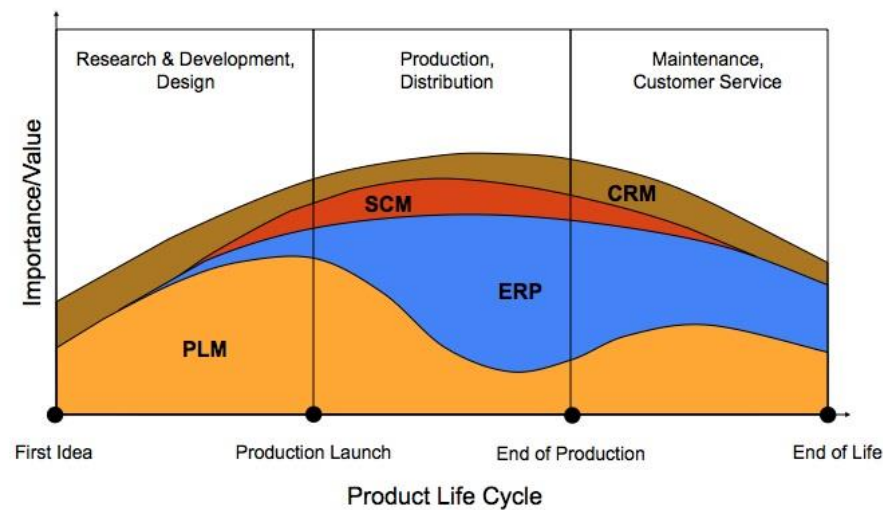
Enterprise Software Implementation/Support Actors



Enterprise Software Implementation/Support Actors







CRM - Customer relationship Management - is an approach to manage a company's interaction with current and potential customers. It uses data analysis about customers' history with a company to improve business relationships with customers, specifically focusing on customer retention and ultimately driving sales growth.

SCM - Supply Chain Management - the management of the flow of goods and services, involves the movement and storage of raw materials, of work-in-process inventory, and of finished goods from point of origin to point of consumption.

ERP - Enterprise Resource Planning - track business resources—cash, raw materials, production capacity—and the status of business commitments: orders, purchase orders, and payroll.

PLM - Product Lifecycle Management - is the process of managing the entire lifecycle of a product from inception, through engineering design and manufacture, to service and disposal of manufactured products. PLM integrates people, data, processes and business systems and provides a product information backbone for companies and their extended enterprise.

CRM vendors and software, examples



ERPNext

Opensource

ERP vendors and software, examples



ORACLE® + NETSUITE



ERPNext

Opensource

ECM (enterprise content management) vendors and software, examples



Opensource

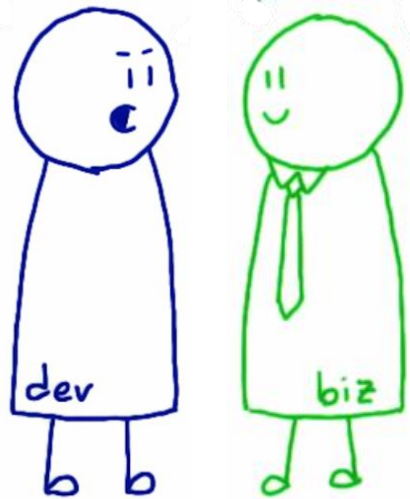
PLM vendors and software, examples



Enterprise System Development and Business Process Development

Software implementation expert:

- Knows the technical possibilities of implementation;
- Offers implementation options;
- Tells advantages and disadvantages.



Business processes expert:

- Knows business outcomes;
- Offers business implementation options;
- Selects from the options offered by Developer.

End user / Employee:

- Knows all the details of the business process execution;
- Accepts or rejects developer's work.



Business process example.

Product configurator Software in PLM



Rethinking
Variability Management

Siemens PLM Software





Product Managers



Offer features to meet demand



Program Managers



Define and track targets



Systems Engineering



REQUIREMENTS



REQUIREMENTS



REQUIREMENTS





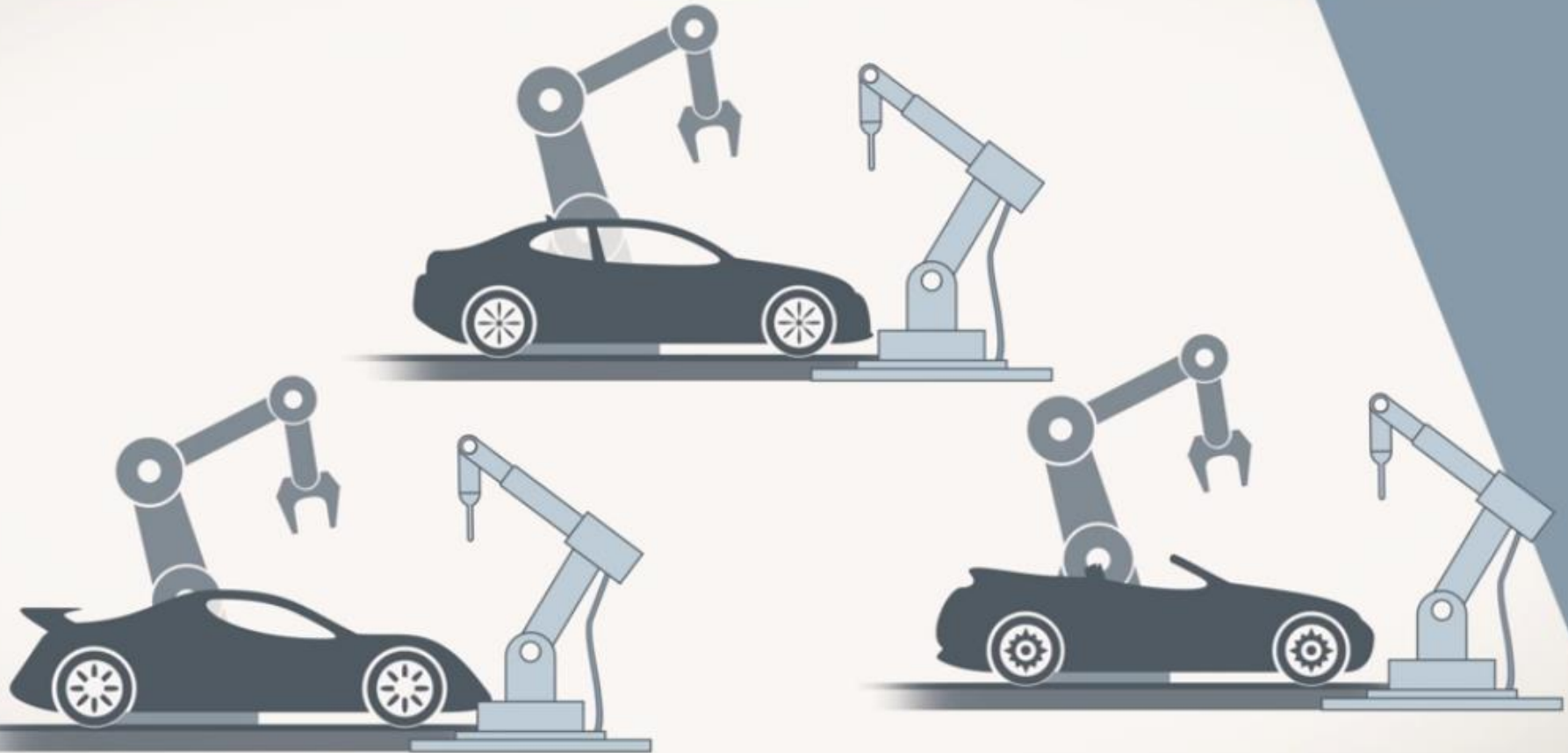
Engineers



Multi-configuration design



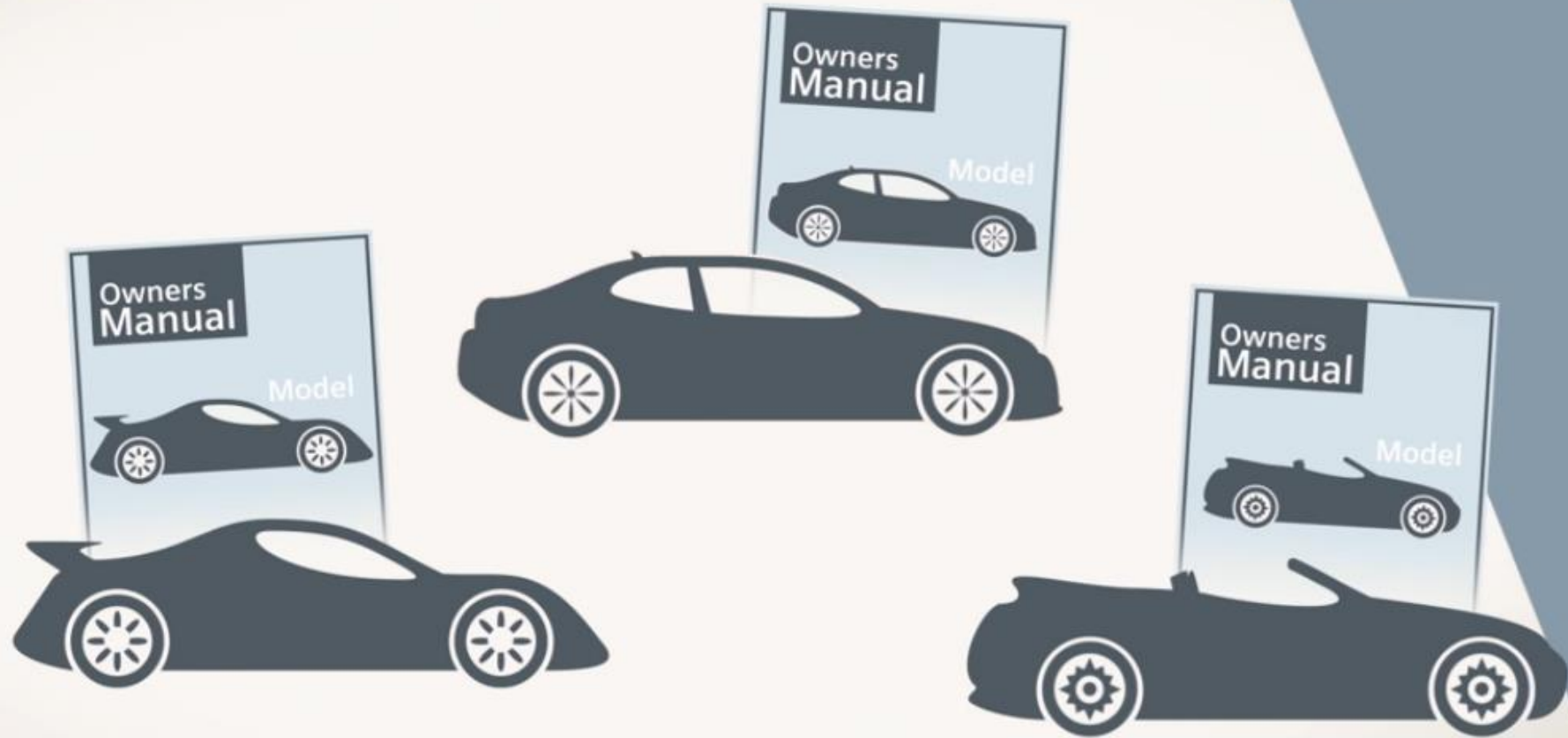
Manufacturing Planners



Manufacturing & design consistency



Technical Documentation



Automatically generate documents

