



A Report on Enterprise/ERP Systems and Its Connection to Digital Process Automation

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Abstract

Information System such as Enterprise Resource Planning in an organization helps in proper management of information and data for better decision making and better service to their customers. It helps in identifying problem and, their solution and helps to make future plans. This approach is entirely different way the traditional way of managing the organization. The way of working impact the way the organization will move on. So, it is very important to take the organization to a positive pathway toward profitability and growth.

Every big or small organization can implement ERP system in their organization; however, this process is little bit costly but also a great investment for a business development. Implementation of ERP System requires proper planning and research before implementing. ERP helps to create an automatic working eco system which provide better service to their employees and client.

Introduction

Enterprise resource planning is a business process management software which is used in an organization to manage the day to day work of the organization. ERP software typically performs operations like planning, sales, finding problems, their solutions into a single storage system for better management and control. ERP software or applications are referred as enterprise application. (*Oracle, 2019*)

According to the APICS, Enterprise Resource Planning (ERP) is a: framework for

Some of the ERP software's are ECI M1, MYOB Advanced, Sync Pilot ERP etc.

The main aim of using ERP systems is to make the transmission of information and data flow dynamic which helps to increase efficiency and usefulness of the information present in the organization.

Some of the key benefits of use ERP are:

- Overall Visibility of Organization
- Better Planning and Reporting
- Increase Efficiency of the day to day work
- Information quality and increased security
- Improved workflow and collaboration



Figure 1 Uses of ERP on Different Areas

Digital Process automation is an approach or technique of automating those repetitive tasks to make the customers as well as employee experience better. This generally helps to provide better, faster, and efficient service to the users. It helps to perform the work in a much faster way. In business, it helps to make the workflow in an efficient manner without waiting for requested information. Digital

ERP and Digital Process Automation

ERP in Digital process Automation helps in:

- Better Service to the customers and users
- Saving Cost
- Increase accuracy
- More Processing Speed
- Saving time
- Increase efficiency

An Automatic process just like its name work automatically like human. As this is

ERP Solutions are divided based on deployment methods:

- Cloud or software as a service (SaaS) example: NetSuite ERP and SAP Business
- Hybrid ERP example: Epicor ERP
- On-premise example: Dynamics AX, SAP, Oracle.

Background

The implementation of ERP system is a complex procedure in an IT world. It cost highly requires skill manpower and requires advanced hardware devices. Due to the complex nature of ERP application, many times a project ha encounter a failure.

Traditional ERP Systems were preciously used in many companies where the system was not automated, and all the information were stored in the server of the company itself. It was maintained and controlled by the IT department of the own company. One advantage of these system is that they are secure but having an open cloud storage provides a borderless facility to the users. About few decade ago, that information was all keeps in physical books and files manually. This make the

Common Feature of Enterprise Resource Planning:

- Accounting
- Human Resource
- Manufacturing
- CRM
- Inventory Management

So, what is Enterprise Resource Planning and Digital Process Automation?

An ERP system Automation is a technique of using advance form of software to automate the daily business process and store the information in a centralized location which is then used for decision making, future planning and providing faster service to customers. ERP software are integrated application consisting sale management, financial management, resources management etc. (*Team, 2018*)

Digital Process Automation means the use of digital technology to performs a function using a series of small or big process.

According to Forrester, 73 percent of consumers say that valuing their time is the most important thing a company can do to provide good service. (*Leggett, 2020*)

The above statement shows that, an organization must focus on providing their service in a faster way. This helps in keeping the relation with the customers good.

Features and Roles

From by relying on the set of the structure of the company we set multiple roles and processing privileges' to implement the current existing structure of the company from finance to sales up to delivery and sales report to modernize the status and reliability the case study .

Summary Report:

Sales Performance Measures: Agent Customers: Daily, Monthly, and Annual Sales Performance Expectations and Achievements. by Sales Orders: Sales Orders placed by Agent Customers. Details of each Sales Order including quantities and financial information. Agent Sales Performance Measures: Performance measures for individual agents. Expectations and Achievements in terms of daily, monthly, and annual sales. Supervisor Sales Performance Measures: Performance measures for supervisors. Expectations and Achievements in terms of daily, monthly, and annual sales. Financial Transactions: Ledger Deposits: Deposits made by customers. Details including bank information, deposit amount, and deposit date. Inventory Return Forms: Records of returned inventory by customers. Details of quantities returned and financial transactions related to returns.

Customer Debit Forms

Records of debits to customer accounts. Details of quantities debited and financial transactions related to debits. Other Information:

Sales Persons: Information about sales persons including their routes, contact details, and status.
Plates: Information about vehicle plates used for transportation. **Set Prices:** Pricing information for different sales routes and warehouses. **Addiss Ababa Sales Order** and **Addiss Ababa Sales Order Reload:**

Conclusion

There is no doubt that ERP is growing and helps to grow the organization. However, the implementation procedure of Enterprise Resource planning depends organization and the implementation process. The use of Automatic processing will have both positive and negative impact to the world. It will help to grow the organization but also will result in loss of jobs in big companies. on the type of

In conclusion, ERP is now a vital part of every big or small organization. IT helps the organization for managing information and proper decision making. ERP are large and complex element of Information System. With digital automatic processing we can delivered better service to the clients and employee.

However, skillful manpower and proper research us very important before implementing and ERP Automation system. In most of the cases, they are implemented by dividing into multiple phases. This helps to control any possible failure which the system may encounter. Also, it will be easier to revert back to original state in case we encounter any problem. This will make it safe and will not affect the data presented in another location.