



ENTERPRISE SYSTEMS

UNIT 1

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ENTERPRISE SYSTEMS

Enterprise systems are large-scale software packages that are able to track and control all of the complex operations of a business. These systems are used as a central command hub to help automate the business and make reporting and decision making easier.

**1. Store Business
Data in a Usable
Format**

**2. Automate the
Customer Service
Process for
Employees**

**3. Scale Available
Resources (Up and
Down) as Needed**

**4. Maximize the
Reliability of IT
Infrastructure
Necessary for
Customer Service**

**10. Ensure
Regulatory
Compliance**

**10 Ways
Enterprise
Systems Affect
your Business**

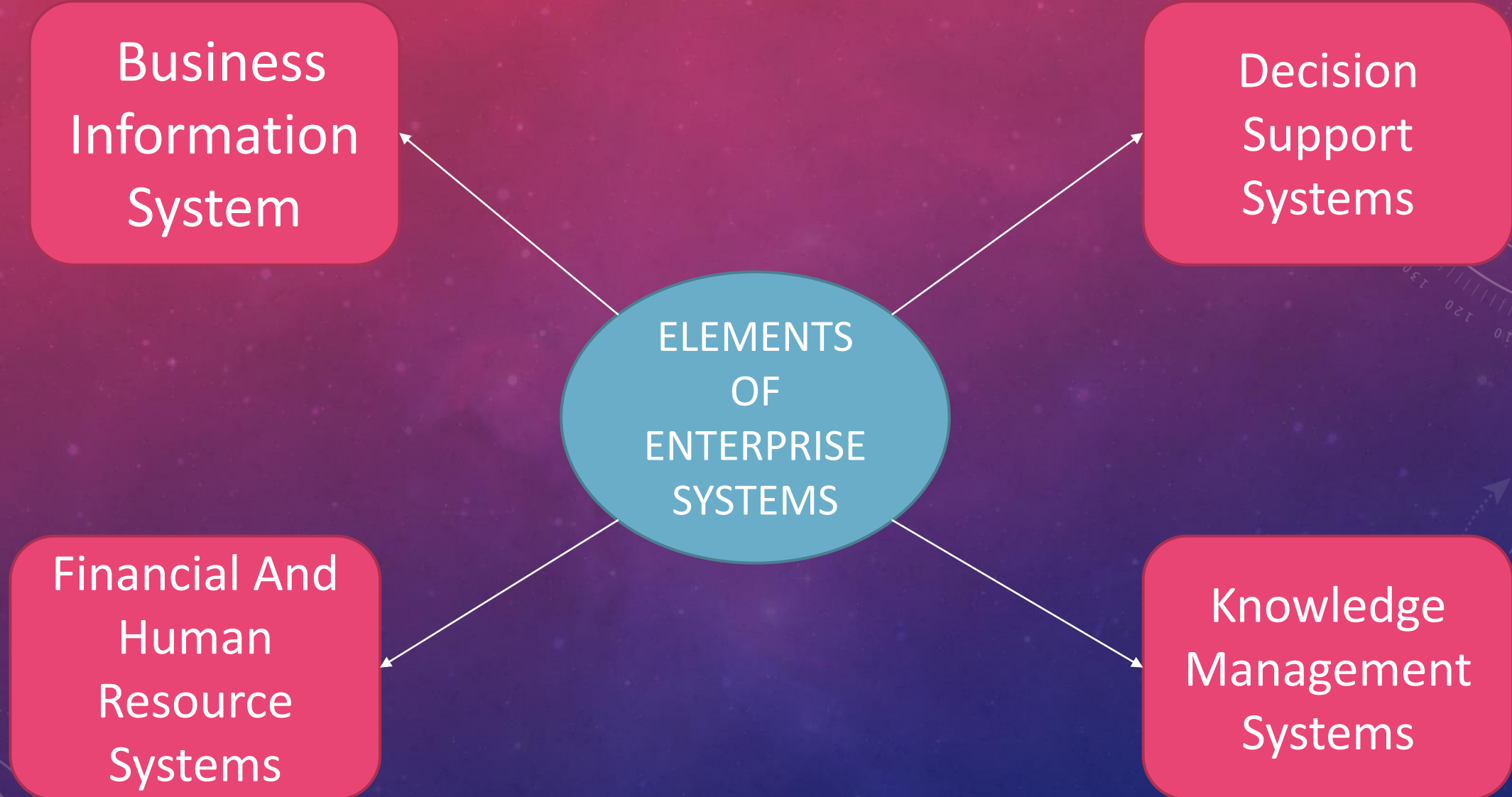
**5. Secure Customer
Data**

**9. Improve Supply
Chain Management**

**8. Standardized
Process**

**7. Reduce the Cost of
Doing Business**

**6. Real-Time Access
to Information**



BUSINESS INFORMATION SYSTEM

Business information systems provide information that organizations use to manage themselves efficiently and effectively, typically using computer systems and technology. Primary components of business information systems include hardware, software, data, procedures (design, development, and documentation) and people.

Primary Components Of Business Information Systems



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graph TD; A[Primary Components Of Business Information Systems] --> B[HARDWARE]; A --> C[SOFTWARE]; A --> D[DATA PROCEDURE]; A --> E[PEOPLE];
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HARDWARE

SOFTWARE

DATA
PROCEDURE

PEOPLE

DECISION SUPPORT SYSTEMS

- A decision support system (DSS) is a computer program application used to improve a company's decision-making capabilities. It analyses large amounts of data and presents an organization with the best possible options available.
- Decision support systems bring together data and knowledge from different areas and sources to provide users with information beyond the usual reports and summaries. This is intended to help people make informed decisions.

Types of decision support systems

KINDS	WHAT IT DOES	HOW IT WORKS
Data-driven	Makes decisions based on data from internal databases or external databases.	Uses data mining techniques to discern trends and patterns for predicting future events. Often used to help make decisions about inventory, sales and other business processes.
Model-driven	Customized according to a predefined set of user requirements.	Used to analyze different scenarios to meet user requirements—for example, assisting with scheduling or developing financial statements.
Communication-driven and group	Uses a variety of communication tools to allow more than one person to work on the same task.	Increases collaboration between users and the system; improves overall efficiency and effectiveness of a system.
Knowledge-driven	Data resides in a continuously updated knowledge base that's maintained by a knowledge management system.	Provides data to users that's consistent with a company's business processes and knowledge base.
Document-driven	Type of information management system that uses documents to retrieve data.	Enables users to search webpages or databases, or find specific search terms, such as those related to policies and procedures, meeting minutes and corporate records.

KNOWLEDGE MANAGEMENT SYSTEMS

A knowledge management system (KMS) is a tool used by companies to help organize documentation, frequently asked questions, and other information into easily accessible formats for both internal and external customers.

FINANCIAL AND HUMAN RESOURCE SYSTEMS

- A financial system is a set of institutions, such as banks, insurance companies, and stock exchanges, that permit the exchange of funds. Financial systems exist on firm, regional, and global levels.
- Human resources management system, is a suite of software applications used to manage human

KINDS OF ENTERPRISE SYSTEMS - B2B MODEL

Business-to-business (B2B), also called B-to-B, is a form of transaction between businesses, such as one involving a manufacturer and wholesaler, or a wholesaler and a retailer. Business-to-business refers to business that is conducted between companies, rather than between a company and individual consumer.

KINDS OF ENTERPRISE SYSTEMS - B2C MODEL

The term business-to-consumer (B2C) refers to the process of selling products and services directly between a business and consumers who are the end-users of its products or services. Most companies that sell directly to consumers can be referred to as B2C companies.

ENTERPRISE DATA MANAGEMENT (EDM)

Enterprise data management (EDM) is the process of inventorying and governing your business's data and getting your organization on-board with the process. In other words, EDM is as much about managing people as it is about managing data.

WORKFLOW

Workflow is the series of activities that are necessary to complete a task.

3 BASIC TRANSFORMATION OF WORKFLOW



WORKFLOW EXAMPLE

COLLECT PERMISSION SLIPS FROM PARENTS FOR AN UPCOMING FIELD TRIP.

DIGITAL WORKFLOW



CONTROLLING & AUDITING

- Enterprise control is the ability to combine control, intelligence and process management to enable business optimization that is inclusive of business and production operations. It combines the strength of both business processes and production operations processes.
- An audit is a formal examination, inspection, and verification of a commercial enterprise's, organizations, or any entity's accounts. Audits are usually carried out by an independent party.

ACCOUNTING

Enterprise accounting software comprises modules specific to billing and payroll, accounts receivable, accounts payable, general ledger, and more.

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graph TD; A[FUNCTIONS OF ENTERPRISE ACCOUNTING SOFTWARE] --- B[BILLING & INVOICING]; A --- C[BUDGETING & FORECASTING]; A --- D[PAYROLL]; A --- E[INVENTORY MANAGEMENT]; A --- F[FIXED ASSET];
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**FUNCTIONS OF
ENTERPRISE ACCOUNTING
SOFTWARE**

**BILLING &
INVOICING**

**BUDGETING
&
FORECASTING**

**FIXED
ASSET**

PAYROLL

**INVENTORY
MANAGEMENT**

ENTERPRISE RESOURCE PLANNING (ERP)

Enterprise resource planning (ERP) refers to a type of software that organizations use to manage day-to-day business activities such as accounting, procurement, project management, risk management and compliance, and supply chain operations.

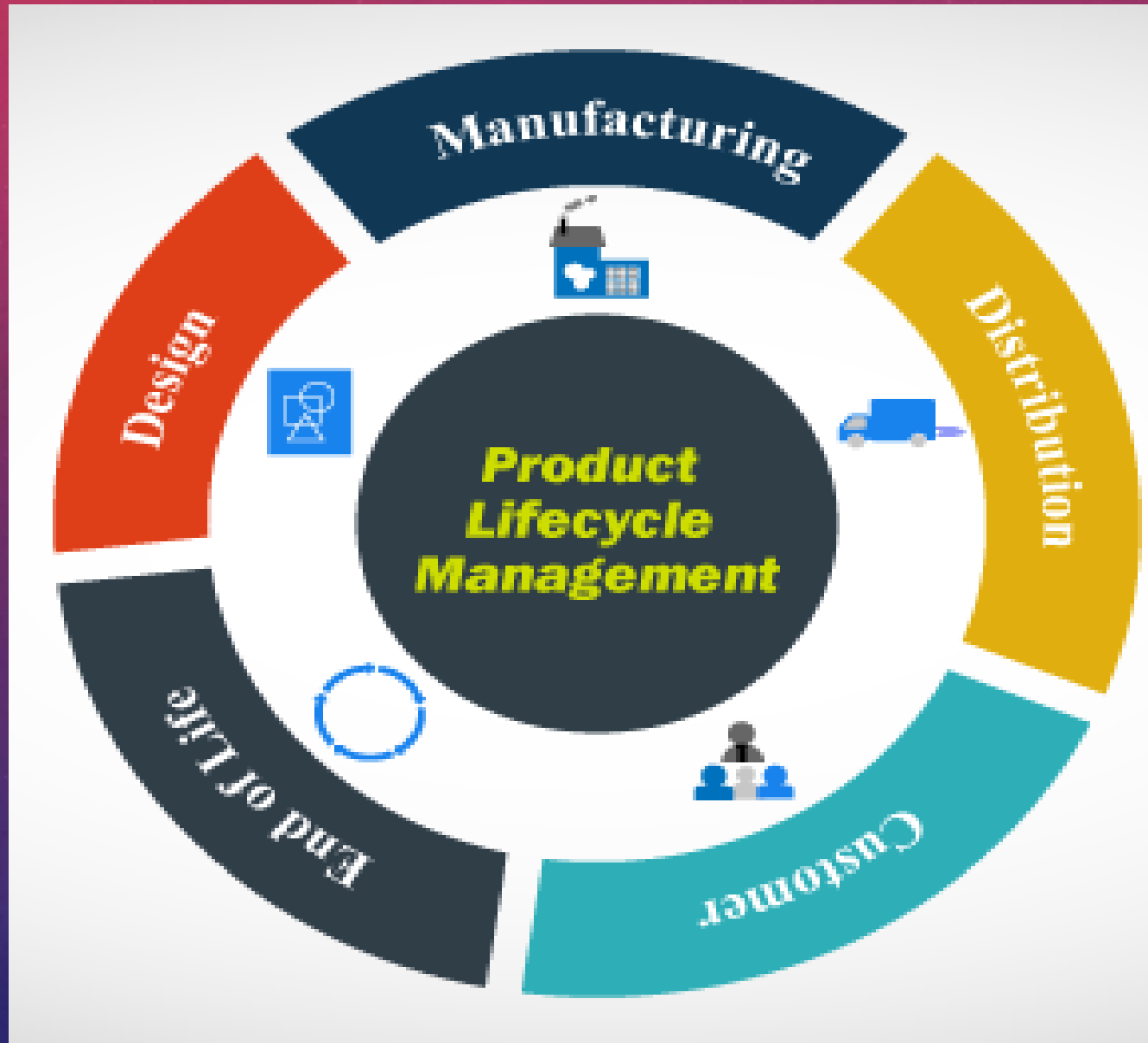
SUPPLY CHAIN MANAGEMENT (SCM)

Supply chain management (SCM) is the centralized management of the flow of goods and services and includes all processes that transform raw materials into final products.

CUSTOMER RELATIONSHIP MANAGEMENT (CRM)

Customer relationship management is a process in which a business or other organization administers its interactions with customers, typically using data analysis to study large amounts of information.

PRODUCT LIFECYCLE MANAGEMENT (PLM)



HUMAN RESOURCE MANAGEMENT (HRM)



GENERAL LEDGER (GL) SYSTEM

The General Ledger (GL) is the primary accounting record for a business. It tracks all financial transactions and is used to generate the company's financial statements, including the Income Statement and Balance Sheet.



THANK YOU!

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