

**SUCCESSFUL IMPLEMENTATION OF  
ENTERPRISE RESOURCE PLANNING (ERP)  
SYSTEM AS A CORPORATE INFORMATION  
SYSTEM  
(E-BUSINESS PERSPECTIVE)**

**MASTER OF BUSINESS ADMINISTRATION**  
 **IN**  
**INFORMATION TECHNOLOGY**

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**By**

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## **ABSTRACT**

Corporate Information System has become a Strategic Business tool in modern dynamic environment. Strategic Information System plays a vital role within the organization. In every successful organization, Top Management decisions will be made base on the Corporate Information Systems. To be competitive in the market place, there is a need for minimize the cost of operation, be Innovative, well informed and should have a cordial relationship with the stakeholders.

To posses Corporate Information System, many organizations implement Enterprise Resource Planning (ERP) Systems. The ERP term has been evolved with introduction of Material Requirement Planning (MRP) and Manufacturing Resource Planning (MRPII). ERP System covers entire business process within the Organization. Because of the complexities involved in the implementation of ERP, there is high failure rate or deviation from the initial objectives.

Modern Organization System has been coined a term as “Virtual Organization System” which concern about the management of Suppliers and as well as Customers. Hence ERP System needs to be integrated with Customer Relationship Management (CRM) and with Supplier Chain Management (SCM) Systems. Because of these Integration Issues, it is highly critical and needs to be managed properly an Implementation of ERP System from E-Business perspective.

The Research Literature Survey will analysis the evolvement of ERP to current scenarios, advantage / disadvantages of ERP system, ERP Implementation Strategy, critical issues and documented problems of ERP Implementation. Research will diagnose few success and failure stories of ERP Implementation, which will be followed by Extended ERP Systems and an analysis of ERP Investment.

The Report contains the detail development of the hypothesis for Implementation of ERP from E-Business perspective and then analysis of data. The Report concludes with a development of framework for successful implementation of ERP with SCM and CRM, from E-Business perspective.

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## DECLARATION

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To the best of my knowledge, the above particulars are correct.

.....  
Dr. Asoka Perera  
Supervisor

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# ABBREVIATIONS

B2B	: Business to Business
BPR	: Business Process Re-engineering
CRM	: Customer Relationship Management
ERP	: Enterprise Resource Planning
HR	: Human Resource
ICT	: Information Communication Technology
PC	: Personal Computers
SCM	: Supplier Chain Management
ROI	: Return On Investment
MRP	: Material Requirement Planning
MRPII	: Manufacturing Resource Planning



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