

# Enterprise Resource Planning — CIS 211 — Duke Hutchings

ERP

Office: 314 Duke Bldg

## Office Hours

3:30 — 5:00 Mondays and Wednesdays

8:00 — 9:30 Tuesdays

1:30 — 3:00 Thursdays

appointments always welcome

## Acknowledgement

The content of the following slides is based on  
Chapter 12 of

*Business Driven Technology* (3rd edition)

by P. Baltzan, A. Phillips, & S. Haag

ISBN: 9780073376745

Web site: <http://www.mhhe.com/bdt3e/>

## ERP in your own words

(G4) Now that you have read the chapter... What is ERP?

# Thinking about ERP

[http://www.youtube.com/watch?v=A10q0xI0K\\_I](http://www.youtube.com/watch?v=A10q0xI0K_I)

## ERP Concept

**Integration:** centralize data, automate & share processes

Accounting	(financial reporting)
Manufacturing	(order fulfillment, SCM)
Sales & Marketing	(order fulfillment, CRM)
Human Resources	(employee benefits support)

... all drawing from a commonly-used computing system

Can also share processes outside of organization (UPS example)  
(GI) What does UPS need to track in order to share?

## ERP — State of art: High Risk, High Reward

There are *ERP Systems* but ERP is a **concept of integration**

helps logically combine multiple applications

allows global information sharing and reporting

replaces or ties-in legacy (old) systems

standardization of processing, manufacturing, and human resources

But...

High costs: software, consulting, process analysis & redesign

High costs: customization, testing, training, data migration/conversion

## ERP — Middleware

(G3) What are some “real life” examples of middleware?

Middleware — connects two systems (allows integration)

EAI — “standard” middleware for commonly-used systems

(G2) How does ERP relate to CRM and SCM?

# Assignments — CIS 211 — Duke Hutchings

## Midterm Preparation

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