



Open Source ERP, CRM, CMS

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Session Intro

- ERP: 3 Ws and 1 H(What, Why , When and How)
- CRM Vs ERP
- All about Adempiere
- Joomla, an emerging open source CMS



Defining the terms

- Enterprise Resource Planning (ERP)
- Customer Relationship Management (CRM)
- Content Management System (CMS)



W1: What is an ERP

ERP systems are large computer systems that integrate application programs in accounting and financial management, sales (i.e., order booking, tracking, stock records), manufacturing (i.e. Product shipping, Human resource,) and other functions in the firm. This integration is accomplished through a database, shared by all the application programs.



Key Components

- Database
- Applications
- Business MGT Practices
- Information Technology



History

- The first software that was designed to assist the manufacturing process was the MRP (Material Resource Planning) in the year 1975.
- This was followed by another advanced version namely MRP2 which is the acronym for Manufacturing Resource Planning.
- None of them yielded the real benefit of ERP.



Drawbacks of MRP Systems

- These Software were helpful in manufacturing processes only.
- Their benefits would not extend to other sectors.
- The MRP solutions did not render the expected results due to exorbitant costs and practical working problems.
- MRP systems required huge pool of technical expertise in terms of manpower and machines.



Advent of ERP

- ERP came into being with effect from 1990. Through ERP existed from the year 1960 in the form of MRP1 and MRP2.
- Infact MRP2 was more or less ERP except for its inability to coordinate departments other than marketing.
- The whole period from the year 1960 is denoted as the age of ERP.
- The benefits of ERP was slowly felt from this stage onwards.



Why ERP?

- Complete integration of systems across the departments in a company as well as across the enterprise as a whole.
- Only solution for better project management.
- Better customer service.
- Automatic introduction of latest technologies.
- Expertise database.



Problem Tackled by ERP Systems

- Material Management
- Productivity Enhancements
- Customer Service
- Cash Flows management
- Inventory management
- Quality Control
- Financial budgeting and planning
- Process control



ERP Selection: When?

- Check whether all functional aspects of business are duly covered.
- Check whether all the business functions and processes are fully integrated.
- Check whether the vendor has customizing and implementing capabilities.
- Check whether you need it in the first place?.
- And.....

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Open Source Resource Center

When you have checked your pockets





How do we start for ERP?

- Ensure the management is behind you.
- Ensure enough financial funds.
- Identify core project team, project manager, analysts and specialists from all functional areas.
- Evaluate and select ERP package.
- Make an implementation plan.
- Present plan to management committee for sanctions.
- Present plan to employees group for feedback.



Define Reuirements

- Check whether you have desired hardware
- Train ERP team
- Analyze the existing processes
- Fine-tune the processes to be in line with those of ERP defined
- Refine the prototype and freeze the specifications



ERP Implementation

- Commitment from management.
- Form a task force with personnel from all functional areas.
- Take care of hardware requirements.
- Step-by-Step rather than big bang introduction.
- Be patient. ERP implementation takes time.



ERP Involves

- Project planning
- Business and operational analysis.
- Business process re-engineering (BPR)
- Installation and configuration
- Project team training
- Business requirements mapping to software.
- Module configuration
- System modification and interfaces
- Database conversion
- Custom documentation
- End user training
- Conference room pilot
- Acceptance testing



Advantages of ERP

- Ease of use.
- Readymade solutions for most of the problems
- Increase access to available data for decision making.
- Timely and accurate information
- Easy enterprise wide information sharing
- Suppliers and customers can be online communication.
- Automatic adaption to new technologies.
- Knowledge transfer between industries guarantees innovation.



ERP

vs

CRM

- Inwards
- High initial costs
- Superset
- More system oriented
- Usually yields in long term

- Outwards
- Costs to be borne by customers
- Subset
- More Sales oriented
- Can be fruitful in short run too