Enterprise resource planning (ERP) systems are powerful software packages that enable businesses to integrate a variety of disparate functions. In particular, ERP systems can provide the foundation for a wide range of e-commerce-based processes, including web-based ordering and order tracing, inventory management, and built-to-order goods. This book examines the pros and cons of ERP systems, explains how they work, and highlights their role at the heart of e-commerce.

The author begins by explaining the background of ERP systems and goes on to discuss specific systems, such as SAP, and their capabilities. He then focuses on the ERP life cycle, from the decision on whether or not to adopt an ERP system to the time when the system goes “live.” After covering the use of ERP in e-commerce, he concludes by discussing the risks associated with the adoption of ERP systems.

The book contains several detailed case studies and will be an invaluable guide to managers and consultants working with ERP systems. It also will be a useful reference for MBA students taking courses in information systems management.

Daniel O’Leary received his Ph.D. from Case Western Reserve University and his MBA from the University of Michigan. He is a Professor in the Marshall School of Business at the University of Southern California. He has published over 120 papers in a variety of computer science, information systems, and management science journals.
Enterprise Resource Planning Systems

Systems, Life Cycle,
Electronic Commerce, and Risk

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