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Enterprise resource planning: Implementation procedures and critical success factors

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Abstract

Enterprise resource planning (ERP) systems are highly complex information systems. The implementation of these systems is a difficult and high cost proposition that places tremendous demands on corporate time and resources. Many ERP implementations have been classified as failures because they did not achieve predetermined corporate goals. This article identifies success factors, software selection steps, and implementation procedures critical to a successful implementation. A case study of a largely successful ERP implementation is presented and discussed in terms of these key factors.



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Keywords

Enterprise resource planning; Business process reengineering; Project management; Critical success factors; Implementation procedures

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