

An Insight of Critical Success Factors for ERP Model

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Abstract—

It is commonly known that ERP projects are multifaceted purposes which influence various operations of organizations. The success of the development in a straight line affects the deed and the survival of the institution. Research has scientifically composed conceivable data in the field of critical success factors within ERP system. The success factors for ERP project are major aspects for any organization. The success of ERP or Information System depends not only on the technical ground but on various social and behaviors ground. Therefore finding these key factors are very crucial for success of project. This paper tries to identify the main critical success factors and the importance of success factors.

Keywords—Enterprise, Critical, Planning, Information System, Resource

I. INTRODUCTION

Organizations are obliged to get better their business practices and actions because of the influence of the ready for action market on the importance and impact of information systems. The benefit of software assistance are playing major role which manage all the supply chain and other task smartly under the ERP implementation. In the present situation an ERP package in the organization deals with all the basic activities from material management to online payment systems. Here it is important that all the activities are run with real time environment.

The ERP is key of success is always not true. If there is improper planning and implementation, it gives high degree of failure also. From the various case study and real time study it is found that a lot of ERP systems are not reach to their projected stage. According to study of D. Cooke, L. Gelman, W. J. Peterson (2001), there are 117 companies which put into practice ERP and results were : among 117 projects one of is out of budget, A big part near about 20 percent were unexpectedly discontinued with different reasons. The big group of companies representing 40 percent from the outstanding did not reach the targeted goals within official projected time. There are various reasons including technical, social, economical and institutional issues.

To implement ERP successfully, these issues must be considered because there are a lot of challenges for organizations during ERP projects implementation. Businesses are expected to change their business processes to fit the standardized business processes from the solution produces by the ERP. Over and over again project management has a technical focus they are not consider nontechnical issues. Monitoring is focused on time and in budget. But this is not enough for success of an ERP project. This research study illuminates the concepts just about critical success factors that affecting the ERP projects. Now we can say that “A success factor is a factor whose presence increases the probability of a successful implementation”.

II. FACTORS FOR ERP SUCCESS

The success factors for ERP project are major aspects for any organization. The success of ERP or Information System depends not only on the technical ground but on various social and behaviors ground. Therefore finding these key factors are very crucial for success of project. Such kind of study is also known as the findings of critical success factors for Information system or Enterprise Resource Planning System.

To know about critical success factors every result were analyzed through a review of the running system or already implemented system abstractions. The findings of the literature review were analyzed and were collected in an aggregated form to similar groups.

The critical success factors which are genuine are identified and listed in suitable group (umbrella terms) shown in the Table-1. To put up umbrella terms it is essential to analyze the meaning of factor with the CSF identified in research. With the help of Stephan A. K. et. al (2009) almost 78 dissimilar critical success factors are mentioned and they were combined in the group. The likelihood to put up umbrella terms is not limited to 15. In this research study the CSF are find out are essential to fit within an umbrella term.

III. CRITICAL SUCCESS FACTORS

The justification of CSF which is taken place in the knowledge is swaying the umbrella term. Various critical Success factors which are focused are as follows

3.1 Top Management Support

The top management associate in the ERP having four main magnitudes includes Project, Process, Project and Change Management. In the common view it is always true that management has to support and keep track of the whole

implementation process and the project required to be authorized by top management also it requires a constant monitoring.

3.2 Team Composition & teamwork

The term Team composition & teamwork consist of the CSF Project Team competence, dedicated resources, use of consultants, ERP teamwork and composition, team composition, skills and compensation", team work, personnel, appropriate usage of consultants, balanced team, release of business-experts.

3.3 Interdepartmental Cooperation and Communication

There is one of the important factors which integrate the whole system in social and behavioral manner is the Communication and cooperation. It should be of two kinds first one is inwards the project team and another one is outwards to the whole organization. To integrate the work in the organization there is need of communication, interdepartmental co-operation, interdepartmental communication and effective communication.

3.4 Business Plan and Vision

The Business plan and vision is essential part of ERP implementation which is d be behind the project steered. The entire plan considered with the consideration of Time, Cost and Scope. Business plan and vision summarizes the Critical Success Factors clear goals objectives, management expectations, anticipated benefits from ERP implementation project.

3.5 Project Management

The skills and knowledge is the key instrument to coordinate any Project Management. In addition it monitors the development and the accomplishment of objectives of the ERP project. The project management consists of critical success factors including Risk management, Alignment of people, process and technology and agree on different project steps.

3.6 Project Champion

The project champion may be defined as any single who take decision with practical innovative approach to uplift the organization in critical time. In general a project leader is clearly a "champion" as he empowered the decision within the organization.

3.7 Vendor Support

The ERP or information system is not the system work with the internal environment of organization. It is the system comprises same involvement to external environment as internal environment. So organization and vendor partnership plays important role in the form of vendor support, vendor's tools and the use of vendor's development tools.

3.8 Architecture and Technological Infrastructure

To implement an ERP, selection of architecture is important because technical infrastructure will be design according to them. Finally the technical implementation depends on the architecture and infrastructures used. It is compulsory to constantly assess the performance of the ERP implementation to measure the success factors. So we have to carefully watch about Architecture of ERP, version with technical specialty, hardware and plate farm support etc.

3.9 Software Development, Testing and Troubleshooting

At the next stage after selecting or choosing the software or software architecture as ERP package for organization the role of development, testing and troubleshooting comes in the scene. The software development is the initial stage, testing is the middle stage and troubleshooting and reduces trouble shooting is the last stage in that series. It is basically the activities related to finding and removing errors in the running system.

3.10 User Involvement

The user of the ERP system is the main entity of the whole system. How users operates the system or get benefitted is again crucial factor.

3.11 Business Process Reengineering

Business process reengineering is a long term parallel processing. In that stage the current and fore coming system both are running simultaneously Enterprise system vendors have designed "best practices" by consulting with customers and many of these best practices can be used for

3.12 Change Management

It is normal tendency of human nature that they always resist the change in the running activities. For many organizations the hardest challenge in implementing ERP package is change management.

3.13 Partnership

The partnership as the critical success factor is considerable for the period of diverse phases of ERP projects there are typically major parties involved. A good partnership will ease achievement utilization of resources brought in, to work under in-house direction and control. The affecting factors are trust among partners, consultants, vendor and customer.

3.14 Legacy Systems Knowledge

The legacy system knowledge is the experienced for the duration of ERP implementations were the costly developments of additional software as an interface to the legacy systems for master data as well as for transaction data.

3.15 Deliverable Dates

The most important factor for any project is the time spans of complete the project which is measurement scale of the goodwill and financial aspects also.

IV. CONCLUSIONS

The study about critical success factors for an Information System / Enterprise resource planning systems is search about the basic requirements and considerable point to standardize the software. Although companies are providing readymade software but somewhere the readymade software is not completely fit in the framework of the organization. At that time it is totally west of time, money and progress. So the study of success factors for ERP is crucial part of pre-implementation. In current study we simply identified 15 critical success factors which should help further investigations and ERP implementers to identify possible problems and to detect the possible negative influence on the project success in an early phase and to steer a successful course during the ERP implementation.

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