



# IJRASET

International Journal For Research in  
Applied Science and Engineering Technology



---

# INTERNATIONAL JOURNAL FOR RESEARCH

IN APPLIED SCIENCE & ENGINEERING TECHNOLOGY

---

**Volume:** 11    **Issue:** X    **Month of publication:** October 2023

**DOI:** <https://doi.org/10.22214/ijraset.2023.56384>

[www.ijraset.com](http://www.ijraset.com)

Call:  08813907089

E-mail ID: [ijraset@gmail.com](mailto:ijraset@gmail.com)

# ERP: SAP S/4HANA Cloud RISE Enterprise Solution Automation with Artificial Intelligence Features

Shreyas Sirse<sup>1</sup>, Sushank Khanzode<sup>2</sup>, Atharva Bhide<sup>3</sup>

Department of Computer Engineering, SKNCOE, Savitribai Phule Pune University India

**Abstract:** *Cloud computing has experienced significant growth in recent years for business transformation, with an increasing number of applications migrating to the cloud, where they can centrally manage a wide range of resources, including hardware and software. SAP S/4HANA Cloud is a next-generation ERP system that is built on the SAP Cloud Platform. It offers a number of advantages over traditional on-premises ERP systems. SAP S/4HANA Cloud is a strategic move for organizations aiming to enhance their ERP capabilities and embrace the digital future. SAP RISE is a cloud-based enterprise resource planning (ERP) solution that combines the power of SAP S/4HANA Cloud with artificial intelligence (AI) and machine learning (ML) capabilities. S/4HANA Cloud migration and AI integration is a powerful combination that can help businesses of all sizes to achieve their transformation goals and stay ahead of the competition. By migrating to S/4HANA Cloud and integrating AI features, businesses can improve their operational efficiency, increase their agility, accelerate their innovation, and reduce their costs. In this paper, author has explained the requirement of SAP S/4HANA Cloud RISE Enterprise Solution Automation with Artificial Intelligence features – a current business transformation needs to achieve business goal.*

**Keywords:** *Cloud platform, S/4 HANA, SAP RISE, Automation, Business Transformation, Artificial Intelligence, business technology platform*

## I. INTRODUCTION

Cloud technology platform offers convenient on-demand access to computer system resources, encompassing data storage and processing power, without the need for direct, active user management. SAP S/4HANA Cloud is a next-generation ERP system that is built on the SAP Cloud Platform. SAP S/4HANA Cloud migration is the process of moving an on-premises SAP ERP system to the cloud-based SAP S/4HANA Cloud platform. Businesses that migrate to SAP S/4HANA Cloud can expect to experience a number of benefits such as reduced IT costs, Improved operational efficiency, Enhanced customer service, Increased innovation. SAP S/4HANA RISE is a cloud-based enterprise resource planning (ERP) solution that combines the power of SAP S/4HANA with the flexibility and scalability of SAP Business Technology Platform (BTP). It is designed to help businesses of all sizes transform their operations and become more intelligent and agile. SAP RISE enterprise solution with Artificial Intelligence (AI) is a powerful tool that can help businesses of all sizes achieve their transformation goals. It is a cloud-based solution, so it is easy to deploy and manage, and it can be scaled to meet the needs of businesses of all sizes. Overall, AI has the potential to transform businesses of all sizes by automating tasks, making better decisions, and creating new opportunities. AI integration with RISE SAP is a powerful tool that can help businesses to achieve their transformation goals and stay ahead of the competition.

This manuscript provides a comprehensive details of current technology trends, business needs, automation requirement with artificial intelligence tool, important impacting factors. The key input includes:

- 1) The adoption of cloud technology platform and SAP S/4HANA Cloud is a next-generation ERP system that is built on the SAP Cloud Platform
- 2) The requirement of SAP RISE enterprise solution on S/4HANA Cloud platform
- 3) AI integration with S/4HANA Cloud and RISE Solution
- 4) Business demands for SAP RISE with AI
- 5) Key Impacts, Advantage and dis-advantage of automation.
- 6) Future Scope and Conclusions

**A. SAP: S/4HANA Cloud Migration**

S/4HANA Cloud is a next-generation ERP system that is built on the SAP Cloud Platform. SAP S/4HANA Cloud migration is the process of moving an on-premises SAP ERP system to the cloud-based SAP S/4HANA Cloud platform. It offers a number of advantages over traditional on-premises ERP systems, including:

- 1) **Reduced IT Costs:** S/4HANA Cloud is a subscription-based service, so businesses do not have to invest in and maintain their own IT infrastructure. This can lead to significant cost savings, especially for large businesses with complex IT environments.
- 2) **Increased Agility:** S/4HANA Cloud is a cloud-based solution, so businesses can quickly and easily deploy new features and functionality. This can help businesses to stay ahead of the competition and respond quickly to changing market conditions.
- 3) **Enhanced Scalability:** S/4HANA Cloud can be scaled up or down to meet the changing needs of businesses. This can be beneficial for businesses that experience seasonal fluctuations in demand or that are rapidly growing.
- 4) **Improved Security:** S/4HANA Cloud is hosted on SAP's secure cloud platform, so businesses can be confident that their data is safe and secure. SAP invests heavily in security and has a proven track record of protecting customer data.

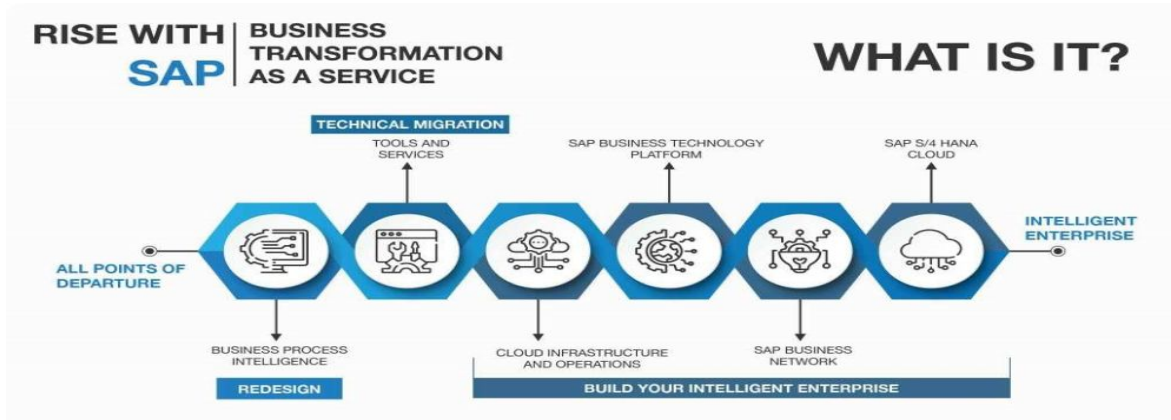
This migration can be done for a variety of reasons, such as to reduce costs, improve performance, or gain access to new features and functionality. SAP S/4HANA Cloud migration is a complex but rewarding process. By following a well-defined plan and working with an experienced SAP partner, businesses can successfully migrate to SAP S/4HANA Cloud and reap the many benefits that it has to offer.

**B. SAP: S/4HANA RISE Enterprise Solution**

SAP S/4HANA RISE is a cloud-based enterprise resource planning (ERP) solution that combines the power of SAP S/4HANA with the flexibility and scalability of SAP Business Technology Platform (BTP). It is designed to help businesses of all sizes transform their operations and become more intelligent and agile.

This product is still very new. SAP has announced a new go-to-market offering called RISE with SAP, Business Transformation as a Service. RISE with SAP is a subscription-based service that includes a variety of products and services. In simple words, RISE with SAP is a “bundling of existing SAP solutions” that focus on supporting customers in:

- 1) **MODERNIZING** on the best cloud infrastructure to achieve the lowest possible TCO.
- 2) **STANDARDIZING** on the best intelligent suite to drive process efficiency and scale.
- 3) **DIGITIZING** on the best transformation platform to innovate faster than your competition.



Source: ERP SAP Solution.

**C. Key Features and benefits of SAP S/4HANA RISE**

- 1) **Simplified Migration:** SAP S/4HANA RISE provides a simplified migration path from on-premises SAP ERP to SAP S/4HANA Cloud. This can help businesses to reduce the cost and complexity of their migration projects.
- 2) **Business Transformation as a Service:** SAP S/4HANA RISE is a managed service that includes everything businesses need to migrate to SAP S/4HANA Cloud, including infrastructure, software, and support. This allows businesses to focus on their business transformation initiatives without having to worry about the underlying technology.
- 3) **Intelligent ERP:** SAP S/4HANA is an intelligent ERP suite that uses artificial intelligence (AI) and machine learning (ML) to help businesses make better decisions, faster. For example, SAP S/4HANA can use AI to predict demand and optimize supply chains.
- 4) **Business Technology Platform:** SAP BTP is a business technology platform that provides businesses with the tools and resources they need to develop and deploy new applications and services. It also includes a variety of pre-built solutions that businesses can use to accelerate their digital transformation initiatives.

**D. Benefits of using SAP S/4HANA RISE**

- 1) **Improved Operational Efficiency:** SAP S/4HANA RISE can help businesses to automate tasks, streamline processes, and improve overall operational efficiency. This can lead to significant cost savings and productivity gains.
- 2) **Increased Agility:** SAP S/4HANA RISE can help businesses to become more agile and responsive to change. This is because SAP BTP is a cloud-based platform that can be easily scaled up or down as needed.
- 3) **Accelerated Innovation:** SAP S/4HANA RISE can help businesses to innovate faster. This is because SAP BTP provides businesses with the tools and resources they need to develop and deploy new applications and services quickly and easily.

## II. ARTIFICIAL INTELLIGENCE (AI) INTEGRATION WITH RISE

AI integration with RISE SAP can help businesses of all sizes to improve their operational efficiency, increase their agility, and accelerate their innovation. Here are some of the key benefits of AI integration with RISE SAP:

- 1) **Improved Decision-Making:** AI can help businesses to make better decisions by providing them with insights from their data that they may not have been able to see before. For example, AI can be used to predict demand, identify customer trends, and optimize supply chains.
- 2) **Increased Automation:** AI can be used to automate a wide range of tasks, such as data entry, invoice processing, and customer service. This can free up employees to focus on more strategic and value-added activities.
- 3) **Enhanced Customer Experience:** AI can be used to improve the customer experience by providing customers with personalized recommendations, answering their questions quickly and accurately, and resolving their issues quickly and efficiently.
- 4) **Accelerated Innovation:** AI can be used to develop new products and services, and to improve the efficiency and effectiveness of existing products and services.

Here are some specific examples of how AI integration with RISE SAP can be used in different industries:

- a) **Retail:** AI can be used to personalize the shopping experience for each customer, predict demand, and optimize inventory levels.
- b) **Manufacturing:** AI can be used to improve production efficiency, reduce quality defects, and predict machine maintenance needs.
- c) **Healthcare:** AI can be used to improve patient care, reduce costs, and develop new treatments and drugs.
- d) **Financial Services:** AI can be used to detect fraud, prevent money laundering, and personalize financial advice for customers.
- e) **Logistics:** AI can be used to optimize delivery routes and reduce fuel costs.

SAP S/4HANA RISE with SAP Business Technology Platform (BTP) is constantly being updated with new components and features. SAP BTP now offers support for a wide range of APIs, which makes it easier to connect SAP S/4HANA RISE with other systems and applications. This can be used to automate workflows, streamline processes, and share data.

## III. BUSINESS NEEDS, REQUIREMENTS AND IMPACTS

SAP RISE with AI can help businesses meet a wide range of business demands, including:

- 1) **Improving Customer Experience:** SAP RISE with AI can help businesses personalize customer interactions, predict customer needs, and resolve customer issues more quickly and efficiently.
- 2) **Increasing Operational Efficiency:** SAP RISE with AI can help businesses automate tasks, streamline processes, and optimize resource utilization. This can lead to significant cost savings and productivity gains.

- 3) *Improving Supply Chain Management:* SAP RISE with AI can help businesses forecast demand, optimize inventory levels, and reduce disruptions to their supply chains.
- 4) *Developing New Products and Services:* SAP RISE with AI can help businesses identify new market opportunities, develop new products and services, and bring them to market faster.
- 5) *Making Better Decisions:* SAP RISE with AI can provide businesses with real-time insights and predictive analytics to help them make better decisions in all areas of their operations.

#### IV. KEY IMPACTS, ADVANTAGE AND DIS-ADVANTAGE

##### A. Key Impacts

AI helps businesses leverage artificial intelligence (AI) and advanced analytics to improve their operations and achieve digital transformation. While I do not have access to specific, up-to-date information on SAP RISE with AI, I can provide some general insights into the potential impacts and details associated with such a program.

##### 1) Improved Efficiency

Integration of AI capabilities into SAP solutions can lead to process automation and optimization. This can streamline business operations, reduce manual tasks, and improve efficiency.

##### 2) Enhanced Customer Experience

AI-powered analytics can help businesses gain insights into customer behavior and preferences, enabling them to provide more personalized and engaging experiences, which can lead to increased customer satisfaction and loyalty.

**Data-Driven Decision Making.** AI can process vast amounts of data to provide real-time insights. This helps organizations make data-driven decisions that can impact various aspects of their business, from supply chain management to financial planning.

**Predictive Maintenance.** SAP RISE with AI may offer predictive maintenance solutions that use AI and IoT data to forecast when equipment and machinery are likely to fail. This can prevent unplanned downtime and save on maintenance costs.

**Cost Reduction.** AI-powered automation can reduce the costs associated with routine and repetitive tasks. It can also help in optimizing resource allocation and inventory management, leading to cost savings.

##### 3) Revenue Growth

Through improved customer engagement, enhanced product recommendations, and more efficient operations, organizations may experience revenue growth as a result of implementing AI.

- a) *Scalability and Adaptability:* SAP RISE with AI may provide scalable solutions that can adapt to an organization's evolving needs, making it easier to accommodate growth and changing market conditions.
- b) *Regulatory Compliance:* AI can assist in monitoring and ensuring compliance with relevant industry regulations and standards, reducing the risk of non-compliance and associated penalties.
- c) *Employee Productivity:* Automation of routine tasks can free up employees to focus on higher-value tasks, such as strategic planning and innovation.
- d) *Data Security and Privacy:* AI can also be used to enhance data security by identifying and mitigating potential security threats and ensuring data privacy and compliance with data protection regulations.

##### B. Advantages

Here are some more details about the advantages of AI integration with RISE SAP, without repeating the same points:

##### 1) Improved decision-making

AI can help businesses to make better decisions by providing them with insights from their data that they may not have been able to see before. For example, AI can be used to:

- a) *Predict Demand:* AI can be used to predict future demand for products and services, based on historical data, current trends, and other factors. This can help businesses to optimize their inventory levels and production schedules, and to avoid stockouts and overstocking.
- b) *Identify Customer Trends:* AI can be used to identify customer trends, such as changes in purchasing behavior and preferences. This can help businesses to develop more targeted marketing campaigns and to improve their customer service.

c) *Optimize Supply Chains*: AI can be used to optimize supply chains by identifying the most efficient routes and modes of transportation, and by predicting potential disruptions. This can help businesses to reduce costs and improve the reliability of their supply chains.

#### 2) *Increased automation*

AI can be used to automate a wide range of tasks, such as:

- a) *Data Entry*: AI can be used to automate data entry tasks, such as processing invoices and customer orders. This can free up employees to focus on more strategic and value-added activities.
- b) *Invoice Processing*: AI can be used to automate invoice processing tasks, such as extracting data from invoices and approving payments. This can help businesses to reduce costs and improve the efficiency of their accounts payable processes.
- c) *Customer Service*: AI can be used to automate customer service tasks, such as answering customer questions and resolving customer issues. This can help businesses to improve their customer satisfaction and reduce the workload on their customer service teams.

#### 3) *Enhanced Customer Experience*

AI can be used to enhance the customer experience in a number of ways, including:

- a) *Personalization*: AI can be used to personalize the customer experience by providing customers with personalized recommendations, offers, and support. This can help businesses to increase customer engagement and loyalty.
- b) *Self-service*: AI can be used to power self-service portals and chatbots, which can help customers to resolve their issues quickly and easily without having to contact customer support.
- c) *Proactive Support*: AI can be used to proactively identify and resolve customer issues before they become major problems. This can help businesses to improve customer satisfaction and reduce the cost of customer support.

#### 4) *Accelerated Innovation*

AI can be used to accelerate innovation in a number of ways, including:

- a) *New Product Development*: AI can be used to develop new products and services by identifying customer needs and preferences, and by generating new ideas.
- b) *Improved Product Quality*: AI can be used to improve the quality of existing products and services by identifying defects and suggesting solutions.
- c) *Reduced Time to Market*: AI can be used to reduce the time to market for new products and services by automating tasks and streamlining processes.

#### 5) *Reduced Costs*

AI can help businesses to reduce costs in a number of ways, including:

- a) *Reduced Labor Costs*: AI can be used to automate tasks, which can free up employees to focus on more strategic and value-added activities. This can lead to reduced labor costs.
- b) *Reduced IT Costs*: AI can be used to streamline IT processes and improve the efficiency of IT infrastructure. This can lead to reduced IT costs.
- c) *Reduced Waste*: AI can be used to identify and reduce waste in business processes. This can lead to significant cost savings.

Overall, AI integration with RISE SAP is a powerful tool that can help businesses of all sizes to achieve their transformation goals and stay ahead of the competition.

### C. *Disadvantages*

The disadvantages of AI integration with RISE SAP include:

- 1) *Complexity*: AI integration with RISE SAP can be complex and expensive to implement. This is because it requires a deep understanding of AI and RISE SAP technologies.
- 2) *Data Requirements*: AI integration with RISE SAP requires large amounts of data to train and operate AI models. This data needs to be clean, accurate, and well-organized.
- 3) *Bias*: AI models can be biased, which can lead to inaccurate or unfair results. It is important to carefully monitor and mitigate bias in AI models.

- 4) *Security and Privacy Concerns:* AI integration with RISE SAP raises concerns about data security and privacy. It is important to implement appropriate security measures to protect sensitive data.
- 5) *Reliance on Vendors:* Businesses that use AI integration with RISE SAP are reliant on SAP and other vendors for support and maintenance. This can make it difficult to switch to other solutions in the future.
- 6) *Lack of Transparency:* AI models can be complex and opaque, making it difficult to understand how they make decisions. This can be a challenge for businesses that need to explain their decision-making processes to customers, regulators, and other stakeholders.
- 7) *Ethical Concerns:* There are a number of ethical concerns associated with the use of AI, such as the potential for job displacement and the misuse of AI for surveillance and social control. It is important to carefully consider the ethical implications of AI integration before implementing it.

Overall, AI integration with RISE SAP has the potential to deliver significant benefits to businesses of all sizes. However, it is important to be aware of the disadvantages and challenges associated with AI integration before making a decision to implement it. It is also important to note that AI integration with RISE SAP is a relatively new technology. As the technology continues to develop and mature, it is likely that some of the disadvantages and challenges will be addressed. However, it is important to carefully evaluate the business case for AI integration before implementing it.

## V. FUTURE SCOPE AND CONCLUSIONS

Here is a more detailed look at the future scope of AI integration with RISE SAP:

### A. AI-powered Supply Chains

AI can be used to optimize supply chains in a number of ways, including:

- 1) *Predicting Demand:* AI can be used to predict future demand for products and services, based on historical data, current trends, and other factors. This can help businesses to optimize their inventory levels and production schedules, and to avoid stockouts and overstocking.
- 2) *Identifying Potential disruptions:* AI can be used to identify potential disruptions to supply chains, such as weather events, transportation delays, and Supplier disruptions. This can help businesses to develop contingency plans and mitigate the impact of disruptions.
- 3) *Recommending the Best Course of Action:* AI can be used to recommend the best course of action in response to supply chain disruptions, such as rerouting shipments, finding new suppliers, or adjusting production schedules.

### B. AI-powered Customer Service

AI can be used to improve customer service in a number of ways, including:

- 1) *Providing More Personalized Service:* AI can be used to provide customers with more personalized service by understanding their individual needs and preferences. For example, AI can be used to recommend products and services to customers based on their purchase history and browsing behaviour.
- 2) *Resolving Issues Quickly and Efficiently:* AI can be used to resolve customer issues quickly and efficiently by automating tasks such as answering questions, routing customers to the right department, and escalating complex issues to human agents.
- 3) *Predicting Customer Needs:* AI can be used to predict customer needs, such as when they are likely to need a product refill or when they are likely to experience a problem with their service. This can help businesses to proactively reach out to customers and offer assistance before they need to ask for it.

### C. AI-powered Product Development

AI can be used to accelerate product development in a number of ways, including:

- 1) *Identifying Customer Needs:* AI can be used to identify customer needs by analyzing data such as customer surveys, social media posts, and product reviews. This information can be used to develop new products and services that meet the needs of customers.
- 2) *Generating New Ideas:* AI can be used to generate new ideas for products and services by using techniques such as brainstorming and machine learning. This can help businesses to come up with new and innovative ideas that they may not have thought of on their own.
- 3) *Testing Prototypes:* AI can be used to test prototypes of new products and services quickly and efficiently. This can help businesses to identify and fix problems with their prototypes before they go into production.

#### D. AI-powered Fraud Detection

AI can be used to detect fraud and other financial crimes in a number of ways, including:

- 1) *Identifying Patterns and Anomalies in Data:* AI can be used to identify patterns and anomalies in data that could indicate fraud. For example, AI could be used to identify unusual patterns of spending or to identify suspicious transactions.
- 2) *Developing predictive Models:* AI can be used to develop predictive models that can identify the likelihood of fraud occurring. This information can be used to prevent fraud from happening in the first place or to identify and investigate fraudulent transactions quickly.

#### E. AI-powered Risk Management

AI can be used to identify and mitigate risks in a number of ways, including:

- 1) *Analyzing Data:* AI can be used to analyze large amounts of data to identify patterns and trends that could indicate risk. For example, AI could be used to identify customers who are at risk of churning or to identify suppliers who are at risk of defaulting on payments.
- 2) *Developing Predictive Models:* AI can be used to develop predictive models that can identify the likelihood of risks occurring. This information can be used to develop mitigation strategies and to reduce the impact of risks when they do occur.

#### F. AI Integration with RISE SAP

- 1) *AI-powered decision-making:* AI can be used to help businesses make better decisions by providing insights from data that they may not have been able to see before. For example, AI can be used to predict demand, identify customer trends, and optimize supply chains.
- 2) *AI-enabled Automation:* AI can be used to automate a wide range of tasks, such as data entry, invoice processing, and customer service. This can free up employees to focus on more strategic and value-added activities.
- 3) *AI-driven Personalization:* AI can be used to personalize the customer experience by providing customers with personalized recommendations, offers, and support. This can help businesses to increase customer engagement and loyalty.
- 4) *AI-powered Innovation:* AI can be used to accelerate innovation by helping businesses to develop new products and services, improve existing products and services, and reduce the time to market for new products and services.

Overall, AI has the potential to transform businesses of all sizes by automating tasks, making better decisions, and creating new opportunities. AI integration with RISE SAP is a powerful tool that can help businesses to achieve their transformation goals and stay ahead of the competition.

### VI.CONCLUSION

SAP is making it easier for businesses to develop and deploy their own AI applications on RISE SAP. SAP provides a number of tools and resources to help businesses develop and deploy AI applications, such as the SAP AI Foundry and the SAP AI Business Services. Overall, AI integration with RISE SAP is a rapidly evolving field with the potential to transform businesses of all sizes. SAP is investing heavily in AI integration with RISE SAP, and it is making it easier for businesses to develop and deploy AI applications on RISE SAP. As a result, we can expect to see even more innovative and transformative applications of AI in RISE SAP in the coming years. AI integration with RISE SAP is a powerful tool that can help businesses of all sizes achieve their transformation goals and stay ahead of the competition. It offers a number of advantages, including improved decision-making, increased automation, enhanced customer experience, and accelerated innovation. As AI technology continues to develop and mature, we can expect to see even more innovative and transformative applications of AI in RISE SAP. Businesses that are looking to stay ahead of the curve and thrive in the digital age should consider investing in AI integration with RISE SAP. AI integration with RISE SAP is a transformative technology that is rapidly evolving. It has the potential to revolutionize the way businesses of all sizes operate. As AI technology continues to develop and mature, we can expect to see even more innovative and transformative applications of AI in RISE SAP.

### REFERENCES

- [1] "SAP SE or an SAP affiliate company". All rights reserved. | PUBLIC (2021)
- [2] Al-Ghatrifi, I. N.. "Cloud computing: A key enabler for higher education in Sultanate of Oma". Presented at the 2015 International Conference on Computer, Communications, and Control Technology (I4CT), Kuching, 2015
- [3] Leavitt, N. "Is Cloud computing really ready for prime time". *Growth*, 27(5), 15–20 , 2009.
- [4] Linthicum, D. S. "Cloud computing and SOA convergence in your enterprise: a step-by step guide". Upper Saddle River, NJ: Addison-Wesley, 2010.
- [5] SAP. "Kadir Has University: How Do You Provide Your Students and Faculty with a User Experience" That's as Dynamic as They Are? Retrieved January 23, 2018 .





- [6] Zhang, Q., Cheng, L., & Boutaba, R. "Cloud computing: state-of-the-art and research challenges". *Journal of Internet Services and Applications*, 1(1), 7–18, 2010.
- [7] Boujoudar, Y., Azeroual, M., Eliysaouy, L., Bassine, F. Z., Albarakati, A. J., Aljarbouh, A., ... & Lamhamdi, T. "Fuzzy logic-based controller of the bidirectional direct current to direct current converter in microgrid". *International Journal of Electrical and Computer Engineering (IJECE)*, 13(5), 4789-4797, 2023.
- [8] Alahmari, S., Yonbawi, S., Racharla, S., Lydia, E. L., Ishak, M. K., Alkahtani, H. K., ... & Mostafa, S. M. "Hybrid Multi-Strategy Aquila Optimization with Deep Learning" Driven Crop Type Classification on Hyperspectral Images. *Computer Systems Science & Engineering*, 47(1), 2023.
- [9] Ekanayake, J., Gunarathne, T., & Qiu, J. "Cloud technologies for bioinformatics applications". *IEEE Transactions on parallel and distributed systems*, 22(6), 998-1011, 2010.
- [10] Stratman, J.K. and Roth, A.V. (2002), "Enterprise resource planning (ERP) competence constructs: two-stage multi-item scale development and validation", *Decision Sciences*, Vol. 33 No. 4, pp. 601-28.
- [11] Themistocleous, M., Irani, Z. and O'Keefe, R.M. (2001), "ERP and application integration", *Business Process Management Journal*, Vol. 7 No. 3, pp. 195-204. Umble, E.J. and Umble, M. (2001), "
- [12] Enterprise resource planning systems: a review of implementation issues and critical success factors", *Proceedings of the 32nd Annual Meeting of the Decision Sciences Institute*, pp. 1109-11. Vaughan, J. (1996), "Enterprise applications", *Software Magazine*, Vol. 16 No. 5, pp. 67-72. Wheatley, M. (2000),
- [13] "ERP disasters – bet the company and lose", *Financial Director*, 1 March, p. 35. Wilder, C. (1998), "False starts, strong finishes", *Information Week*, 30 November, p. 41. Zerega, B. (1997), "Management support a must for big bang", *InfoWorld*, 8 September, p. 100.



10.22214/IJRASET



45.98



IMPACT FACTOR:  
7.129



IMPACT FACTOR:  
7.429



# INTERNATIONAL JOURNAL FOR RESEARCH

IN APPLIED SCIENCE & ENGINEERING TECHNOLOGY

Call : 08813907089  (24\*7 Support on Whatsapp)