Success Path Towards ERP Implementation: Awareness Creation among User's

Dr. Shankar Chaudhary

Associate Professor, Pacific University, Udaipur

Abstract- **ERP (Enterprise resource planning) implementation in the organization carry's with it a set of new challenges like awareness, training and acceptance Therefore have a proper understanding of these and they can be alleviate during the implementation process,. Implementing an ERP system in an organization is a multifarious process. The purpose of this paper is to platform for practitioners to plan implementation with minimum possibility of failure by creating the positive awareness regarding functioning, objectives, results, benefits associated with its core values.**

Index Terms- **ERP**, **Implementation, System, Awareness, Factors.**

INTRODUCTION

The key objective of any ERP systems is to integrate the current business process and information across the whole enterprise to automate the activities and task to gain business benefits and achieved the desired results. At the same time simply by doing this activity you cannot attain the desired output until and unless there should be an interface between customers and suppliers. To have an ERP project successful in its objective various thing should be done during the implementation of ERP systems in the enterprise .By taking consideration of these few key points the enterprise can achieved the breakthrough in terms of productivity improvement and data integration also.

As per the (saxena and chaudhary, 2013) The ERP failure is concern it is being observed the commitment of higher level management towards the implementation is missing in many cases because the objectives are not shared with the end users . Many a times it is major cause of failure. when the team of project management is not able to educate the best executives of the enterprise.

So it is being perceived and seen in many cases that the most inexpensive yet increase the effective method to increase the awareness of the executive about the system being adopted in the enterprise. In this visit of site of other companies which have currently installed the ERP in their organization, this type of visiting the site as other users very insightful and increases the learning of executive.

AWARENESS

There are three key component of a Business like People , Process and Technology that enable business awareness among users. These three play a important role of any software solution's success in organisation. Among these the major component is people which innovates, accepts and resist about the process. To decrease the resistance in a process awareness is critical Factor because how the new thing makes the positioning in the mind set of person is more important.

Mainly there are two types of awareness should be created among the ERP users first one is Technical point of view and second one is application's point view. Both the dimension play a key role in ERP implementation because process area includes the business functions, related-activities, and the individual tasks that must be performed in order to generate the desired business results through the applications .Proper understanding about operation creates a positive word of mouth. The key area business role(s) area mainly consists group of business activities into responsibilities that can be competently accomplished. Finally, business awareness also requires an understanding how an industry operates and how it is influenced by local, national and international economics.as far awareness is concerned it can be applied in two Major area's.

1. Application

2.   Technology

The awareness among these two dimension can be created by applying in three ways of process , roles and environmental Drivers, which drives business organisation. Business process of organization contains functions, activities, Task and rules whereas a role is confined to responsibilities, work flow and exceptions. Environmental drivers are industry specific and customer specific. There are various factors are found by many researchers to be critical or create the cause of failure of ERP implementations: they can be listed below :excessive customisation, dilemma of internal integration, poor understanding of business implications and requirements, lack of change management, misalignment of IT with business, hidden costs, limited training, poor data quality, and lack of top management support.

Therefore meeting with the right person or executive which has a successful implementation is necessary, learning the right thing in the right way they did and what went wrong so that the inside can be provided by sharing the same type of stories among users, never tells the pitfall among users because they are not same in very industry. They key focus should be on project management practices. Training is the other soft skill tool to create awareness. A detailed agenda should be brought in the front of employees, so that base of awareness should be from by having the formal education. To increase the perspective regarding the ERP software the project team should show the functional side of the business just to ensure that the new system is going to deliver measurable benefits to employee in a given time frame.

The process based training can be a key component in awareness creation because in a typical training main focus is mainly on transactions in the system. Therefore there is need to know about performing such transactions in company context and business scenario, all three are necessarily for the awareness customer, context and company.

TARGETED COMMUNICATION

Whenever the communication should be made it should be targeted on which avoids the failure of ERP, mean how the thing are going to change and how this should take place it should be mentioned in communication and it should be throughout the ERP implementation so that the employees should be well

familiar and comfortable with the major changes going to occur during implementation. As a training manager should create awareness through e mails, though poster in the common areas and video conferencing, it should be a consistent and regular activity. The level of training on the ERP software also changes depending on their responsibilities. It takes time to figure out whom to train on what. So don't push end-user training to the end and make haste in the last minute. Training should start even as the system is being implemented. When your employees are trained well, they can utilize the ERP system to the maximum extent, and as a result the efficiencies of your organization go to the next level.

WHERE TO GO

ERP user donot know how it is helpful for the Business process. The awareness creation makes the employee aware where they can go after having this. User don't require the help of IT department every time for tiny process, ERP tells the everybody's role including who is handling what expect also in a clear way to user.

DOCUMENTATION OF KNOWLEDGE

After having the awareness, the documentation of knowledge is very easy and comfortable in the organization. Recording the thoughts and experience is crucial for the ERP success. The information will be more clearer in the mindset of employees it they note don't in their own way and will mean less work for the ERP project because after implementation you cannot guarantee the post implantation team will always remain with you, it will do wonders for the software user if the documentation is done with open minded, which ensures the success of ERP implementation.

CHANGE MANAGEMENT

Change management sometimes brings the failure in software implementation in the organization. This is the most over looked elements in the software implementation strategy even though the employees are trained with every aspect of the ERP, so that the management should have a strong change management strategy, it can be done through

awareness only. It can be done by solving many small issues by acting as a mediator daily user and software.

GIVE THEM THE TIME THEY NEED

Becoming a awareness creator in organization and become expert is not a easy task. You should have a in-depth knowledge of software functions and all business processes at your single instance but to have this expertise takes time by which you become super user as needed. Knowing the day-to-day tasks without affecting the routine task affected. Either take some of their duties off their plate during the training process or allow them to divert their efforts entirely into the project in the lead up to go-live. The role should not necessarily take up as much time after go-live as they will respond to requests only as needed, but it will take a considerable amount of work on the front-end to become an ERP expert, so this needs to be taken into account.

BENEFITS

ERP implementation process is essential; knowledge transfer is an extremely significant factor for ERP system success; knowledge transfer concerning technical aspects of ERP systems is more important than effective handling of communication, as well as conflict resolution among organizational members; the role of top management support seems to be of less importance that the one provided by users.

The use of enterprise resource planning (ERP) systems has escalated over recent years. Implementing such systems helps companies to raise performance levels in line with other organizations around the world. A capacity to initiate change is one of the most significant features of an ERP system. It can, for instance, transform how different organizational functions connect. Existing practices are likewise subject to change. Scope also exists for ERP to significantly impact on the prevailing structure and culture of the company. Employees are not immune from its effects.

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