

**Improving Micro Enterprise businesses with affordable
(ERP) Enterprise Resource Planning.
Paper 1 of 3.**

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10 February 2019

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1 Introduction: Micro Enterprises and ERP Systems.

Micro enterprises are found in various industries but seem to be predominantly in retail, service industries and small manufacturing. This small business sector is defined as having less than 10 employees, usually owner run, started with a small amount of capital and servicing a local economy. (Benzing & Chu, 2009).

Mobile phones usage in this business sector has increased substantially and studies show that business owners always carry their phones to ensure important business calls are received.(Chew, Ilavarasan, & Levy, 2010). The combination of access to Mobile phones and (SaaS) Software as a Service based ERP enables the adoption of an integrated ERP system by micro enterprises easier to achieve, compared to when desktop bound ERP systems were the only option. (Bee, 2015).

These systems are urgently needed in the Micro Enterprises and SME's business sectors to assist in making these sectors more profitable.(Devos, van Landeghem, & Deschoolmeester, 2014)

2 Search for an ERP Solution.

An ERP System provides modules which include 'best practices' for each department of the business, maintains uniformity in data capture and reporting. All modules update a common database that can be converted to information through effective enquiries and reporting.(Klaus, Rosemann, & Gable, 2000)

A new small business owner or first time ERP adopter will look for an ERP solution to adopt 'best practices', become more competitive provide a professional business image and retain customers.(Haddara & Zach, 2011)
An existing system owner will start looking to replace an ERP solution, when his existing solution no longer fits the business requirements or cannot be upgraded. Business owners that already use an ERP solution, would prefer to remain with the existing software supplier, however they may be forced to look for a different ERP system if the supplier of the previous system has gone out of business or the new version of their existing system is prohibitively expensive. (Devos et al., 2014)

3 IQ Retail as an ERP System

One of the systems that fits this business sector with an established client base in South Africa is IQ Retail. This is available as a single user system yet scalable to Enterprise size clients. The same functionality exists in the system regardless of client size. Functionality is set up according to the owner's requirements with the choice of only a (POS) Point of System module with no accounting and a fully integrated Business system that includes the POS and the Accounting modules. (IQ Retail, 2019)

The owner contacts a consultant for IQ Retail who would then do a (BPR) Business Process Review, rather than a Business Process Re-Engineering. Identifying the business flows while including the owner and staff throughout the process.(Ravarini, Tagliavini, Pigni, & Sciuto, 2000)

This is the time to get everyone in the business to express what, how and why something is being done in a certain way. At the same time as the BPR is being done, the consultant should educate all stakeholders on IQ Retail by identifying where processes may have to be done differently or more

efficiently and getting their approval. (Christofi, Nunes, Chao Peng, & Lin, 2013)

Once the owner approves the software as his next ERP solution, (SaaS) Software as a Service can store the software and data in the Cloud reducing the need for desktop infrastructure. Accessibility from mobile devices is part of the SaaS functionality. The SaaS billing model is a very attractive option for this business sector as there is no long-term contracts and no major capital investment. The owner pays monthly in advance for the service that will be used during that month.(IQ Retail, 2019)(Hale, 2019)

IQ SaaS Monthly Pricing	Price per User	Modules Included
POS Pricing:	R227.00	Annexure 1
Business Pricing:	R252.00	Annexure 2

Table Showing Monthly Cost of IQ Retail SaaS

4 Conclusion:

Affordable options of ERP Solutions for Micro Enterprises are now available. The lack of structure and alignment in this business sector contributes to the reason many businesses fail. (Dumitru, Albu, Albu, & Dumitru, 2013) find that ‘Our case brings evidence that once management’s support is secured, the ERP may become the central alignment mechanism, supplementing the accounting and controlling functions and improving organizational performance.’ I recommend IQ Retail as an ERP solution as they have aligned themselves with enabling Micro Enterprises to be successful, a difficult task for many ERP vendors.(Cartman & Salazar, 2011)

5 References:

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6 Annexure 1 (IQ Retail, 2019)

IQ POS is an easy to use Point of Sale with the option of being fully integrated with IQ Business and IQ Enterprise, and offers you powerful functionality, including airtime, account and suspended sales, as well as shifts and cash-up reporting.

Modules include:

- Point of Sale
 - Inventory/Stock
 - Debtors
 - Creditors
 - Quotes
 - Bill of Quantities
 - Jobcards
 - Purchase/Sales Orders
 - SQL Report Writer (embedded)
 - DBISAM SQL Database (Global award winning, embedded)
 - EFT Integration
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- Loyalty Integration
- SMS marketing

7 Annexure 2 (IQ Retail, 2019)

Want to grow your business and leverage all the opportunities it can offer? Do more with IQ Business, a broad-based financial and functional solution that gives you total control over your business's future. The IQ Business solution offers you everything you need to empower your business in the distributive and retail trades.

This fully global solution gives you an edge in the global market, with up-to-date forex revaluations in accounts payable and receivable, while the customised reporting functionality gives you continual access and control.

Modules include:

- Accounts Receivable (Debtors)
 - Accounts Payable (Creditors)
 - Inventory (Stock)
 - Point of Sale
 - Laybys
 - Job cards
 - Quotes
 - Purchase Orders
 - Sales Orders
 - Bill of Quantities
 - Report Writer
 - Spreadsheet
 - Contract Pricing
 - User Definable Menu Shortcuts
 - Report Server
 - Remote Wireless Stock Take
 - Integrated Airtime Sales
 - SMS and Email Marketing
 - Extended Debtors/Creditors/Ledger allocations
 - Extra and External GRV charges
 - Custom and Seasonal Ordering Formulas
 - Auto Ordering in Purchase Orders
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