

**Improving Micro Enterprise businesses with affordable
(ERP) Enterprise Resource Planning.
Implementation and Training.
Paper 2 of 3.**

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1 Introduction: (ERP) Enterprise resource planning and (SaaS) Software as a service. Implementation and Training:

Micro Enterprise owners and staff do not have time to waste. Running the business is their priority and implementation and training needs to fit in around the business operation. (Chu, Kara, Zhu, & Gok, 2011) In the same way it is in the consultant's interest to complete the implementation and to train staff in the basics of running the business using the ERP system in the most efficient way possible.(Duranti, 2014)

2 Approach to Implementation:

There are various approaches to implementation of an ERP system, most of these approaches relate to desktop-based implementations. "SureStep" Methodology by Microsoft defines six steps in their ERP implementations. Diagnostic, analysis, design, development, deployment and operation. SaaS cloud implementations use a modified version of "SureStep" Methodology called "Rapid Implementation". As the ERP system provided is a standard system, the first three of the six steps are not required. This approach is

successful in Micro Enterprise as the (BPR) Business Process Review has been done previously which identified and streamlined any problem areas. There are no system modifications and the consultant understands both the Micro Enterprise requirements and the ERP solution.(Nagpal, Khatri, & Kumar, 2015)

3 (KM) Knowledge Management:

Implementation time reduces significantly based on how many the consultant has successfully completed. The more implementations that the consultant has performed successfully, the better the KM of the consultant. Experience improves both the consultant's and the vendor company's KM. SaaS implementations in general tend to be easier than on site implementations. There is no physical hardware to configure and integrate, no software to physically install and get working most implementation is template based. This leads to faster implementations and therefore more implementations in a shorter period of time.(Duranti, 2014)(Hale, 2019)

4 User Training:

The consultant should cover all of the 'features and functions' of the system and demonstrate the Cloud based systems online training. This method of learning pushes the responsibility of the detailed ERP system training onto the Micro Business owner and staff. This is essential to keep implementation and training costs down. On the positive side, the training can be done at the owner and staff's convenience – after hours or weekends. On the negative side however, this adds stress to stakeholders already busy schedules. (Duranti, 2014)

5 Conclusion:

Implementation needs to be managed by an experienced consultant to afford the cost savings to both the ERP Vendor's Company and to the Micro Enterprise business owner. SaaS implementation reduces the time frame of implementation in three ways. The Cloud installation is done through templates, there are no changes to the reporting functions and training is available as and when the Micro Business owner has available time to learn the intricacies of the system.(Hale, 2019)

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