

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

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

After the implementation of the SaaS ERP System, the system adoption and system learning phases begin. This is the time when the business owner and staff become proficient in the system processes and adopt the features and functions of the system, using the system to its full potential. The benefits become quantifiable. (Ruivo, Oliveira, & Neto, 2014) identified business improvements with ERP System adoption as management control, collaboration between stakeholders and better business information for decision making.

2 ERP System Maintenance responsibilities:

Just as the business adapts to new challenges, the system must also comply. New versions addressing bug fixing, legislation changes and new user requirements must be put into production through new software releases. This ensures vendor and system survival as lack of maintenance by the vendor will result in the loss of customers. (Salmeron & Lopez, 2010)

3 SaaS ERP Maintenance:

Cloud based maintenance is cheaper for the vendor as the upgrades and updates are done centrally in one software repository that is shared by the multiple tenants of that cloud-based ERP solution. This enables more frequent updates and upgrades resulting in happier customers and a substantial cost saving for the vendor when compared to physical hardware-based systems (Duan, Faker, Fesak, & Stuart, 2013)

4 Conclusion:

A SaaS based ERP System for Micro Enterprises provides a cost affordable and scalable solution.(Duan et al., 2013) Improvement in the (SME) Small and Medium enterprise sectors has been quantified by (Ruivo et al., 2014) showing further business improvements over time of ERP System usage. (Haddara & Zach, 2011) suggest that SME is the new market for ERP System solutions and (Qureshi, Kamal, & Wolcott, 2009) identifies the necessity of the adoption of ERP Systems by this sector to ensure their business survival.

5 References:

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