SOS IN COMPUTER SCIENCE & APPLICATION
JIWAJI UNIVERSITY

Class : MBA (E-Commerce) VI Semester

Subject: ERP and BPR Allied Concepts

Paper Code : (401)
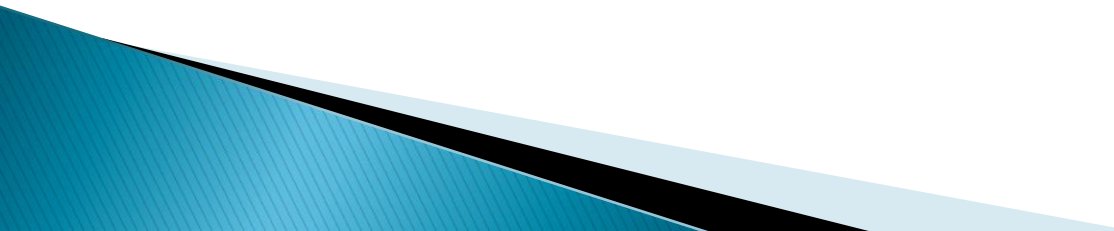
Topics : (i) End user training in ERP

      (ii) BPR development process vision

      (iii) Role of vendors and consultants

End User Training

Proper training ensures the efficient and effective use of the ERP system by employees. In short, end user training is crucial to the successful implementation and operation of ERP system in an organization. It plays critical role in improving organization performance.

Training of the end users is one of the most important steps for a successful system implementation. The end users should be utilized during parallel testing, so training will need to be rolled out prior to that. Getting the end users involved at this point is also a good way to get them excited about the system, as many of them may not have been involved with the project prior to training. Their assistance in parallel testing will help them prepare for when the system goes live. End users are good at using the system in more of a "real world" situation and can judge when process flows are not working. When everyone involved with using the system is included in the training, they will feel more confident about using it as they go into production and

There are two possible solutions for training. The first is to use project team members to develop and deliver the end user training and the second is to identify a training partner to support the development and delivery of end user training, including a train the trainer component.
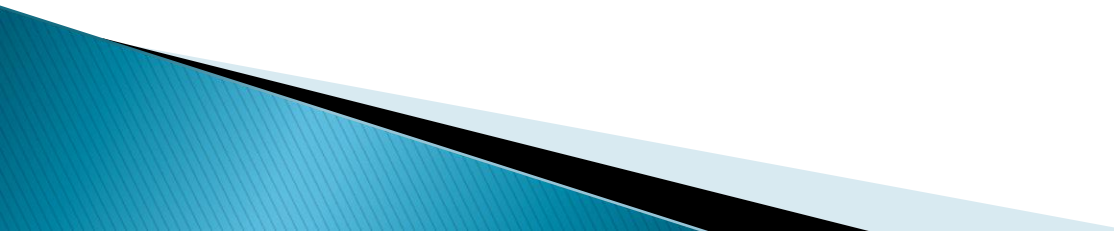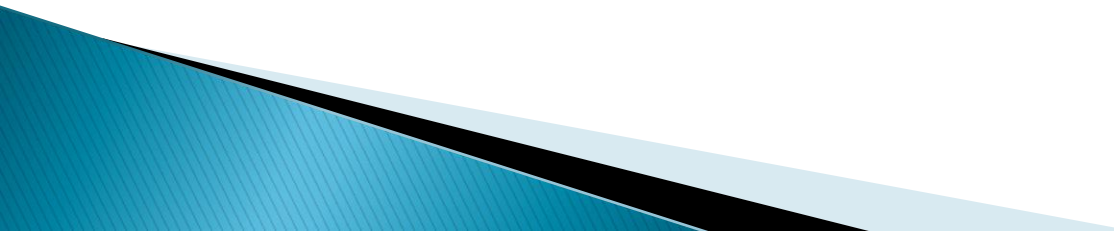
Training Design

▸ *Identify Training Needs:*

The Role of ERP Vendors and Consultants

ERP software is a powerful application ,which can be both very complicated and expensive and many companies leverage outside help when they purchase it .
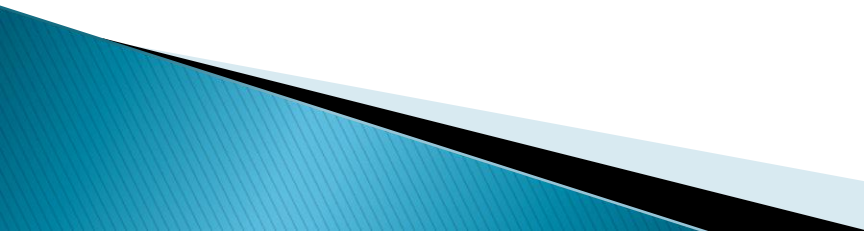
While it is sold by vendors , many companies also turn to ERP consultants to help them integrate it into their businesses.

- Have a Key Message on what Training will be provided for the End Users (Like a Mission Statement on what will be delivered to the users)
- Decide when training should be started. It should be rolled out before parallel testing so the end users can be a part of that system testing right away.
- Identify what areas should be trained (HR, DOF, Benefits, Payroll, PPPL, Technical)
- Develop a Content Outline on what Functionality of the system should be covered in the training, what modules of the system will be included and who (the end users) should be trained.
- Establish a Training Team

- ***Design Training Materials/Documents***
- Design a layout of the training manual, and what each functional and technical areas of the system should be included. An overview section should also be included for the areas that do not need detailed training. Also query and report writing training should be included.

__ERP Vendors__

The ERP vendor is either the company that creates the software of a representative of that company. It sells the software to the client . Usually the vendor and its representatives will spearhead the installation , provide initial training and workout any initial bugs. The vendor also frequently takes care of implementing the customization that the company designed in tandem with its ERP consultant.

ERP Consultants

ERP consultants typically get involved with a company when it decides its needs to implement ERP software. The consultants helps the company set specifications for ERP software ,so it can choose the right package and the right options with in the package. Consultants also help companies build plans for how they need to have their ERP system customised . When the basic decision making is done , the consultants can also help the company negotiate with the vendor on the purchase of the software .

Comparing a vendor and a consultant's post sale roles is like comparing a mechanic and a driving instructor . So there is a comparison between a vendor and a consultant:

- The vendor also frequently takes care of implementing the customizations that the company designed in tandem with its ERP consultant .
- The vendor may continue to play a role in keeping the nuts and bolts of the system running.

- An ERP consultant , on the other hand, will help the company use the software effectively.
- ERP consultants can help with melding a business processes with the way its ERP software operators .
- They can also train workers on how to strategically use the software instead of just showing them which buttons to press.
- Sometimes, they also help to integrate the software with remaining legacy applications that don't fit into its framework.