**Enterprise Resource Planning**

**June 2022 Examination**

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# Case Study:

# As an enormous international candy-maker, Nestle SA headquartered in Konicki Switzerland, had harbored a goal of integrating ERP across all three of its operating companies; Nestle SA, Nestle UK, and Nestle USA. The latter operation had been working toward complete integration of a set of ERP solutions since in the late 90s, but various requirements, organizational, and policy problems had plagued the complete initiation.

# By the turn of the millennium, its management finally decided that a holistic re-approach to its business requirements were in order. Consequently, this effort paid dividends that allowed SAP to finally get the $200 million job done. Ultimately, positive business impacts included the consolidation of an outdated accounting structure, better and more efficient communications throughout its supply-chain, and a much more confident workforce.

# Q1. How to integrate the different business process across different sites in the ERP solution; since it requires a lot of upfront effort - but it pays off in the long run - Justify the same.? (10 Marks)

# Ans 1.

## Introduction

Nestlé SA owns and operates several facilities around the sector. At least 60% of Nestlé SA's revenues come from outdoor its domestic united states, and lots of its revenues come from non-ECU international locations. Nestlé has operations internationally, particularly in Europe and the South United States. The company has about 30 exclusive flowers around the arena. Nestlé SA is concerned with the following sports: foods & liquids, health care, nutrition, chemicals, gadget, and paper. It additionally makes some chemicals for agriculture, industrial products, and other

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# Q2. Identify the players & their various functions and discuss that how ERP solution can integrating SCM, CRM, and ERP help improve business operations. (10 Marks)

# Ans 2.

## Introduction

ERP software lets a company combine numerous key enterprise areas, including customer support, income, accounting, distribution, production, renovation, and inventory control. ERP systems can connect each feature to the business's existing business structures. By integrating business capabilities thru ERP, an organization can streamline its operations and higher manage its sources. Most organizations with a couple of business areas generally have more than one

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# 3. Case Study:

# As a major energy utility San Francisco’s Pacific Gas and Electric should have know better.

# Its Oracle ERP implementation had gone well, and there had been no problems of note; until it came time to test the system. Apparently, a manager had chosen a live information database to use during pre-launch testing, although no one thought that the regime would uncover any sensitive company information. Unfortunately, this was untrue, and consequently created a host of costly recovery programs, in addition to losing public confidence in the company’s brand.

# a. Explain the major issues to implement the different types of information system to manage the database. (5 Marks)

# Ans 3(A).

## Introduction

DBMS uses techniques that can help the customers incorrectly manage the database. Imposing an information machine to manipulate a database is very useful because it allows users to keep their information at ease from unauthorized admission. However, many challenges exist in the

**b. Brief your staff on exactly what they should do and not do. Don't get non-specialist staff to carry out non-specialist roles. How to launch the well-planned ERP system for this case scenarios. (5 Marks)**

**Ans 3(B).**

**Introduction**

The ERP systems help to improve operations and reap terrific organizational achievement. For a successful ERP implementation, it's essential to involve all stakeholders in the challenge, from those who generate information to those who create reviews. There may be a want for training,