**Enterprise Resource Planning**

**September 2022 Examination**

**Case Study:**

**Cross-Application Business Processes:**

**The fact that SAP's transactions can be combined helps create broad and capable platforms for conducting business. In this way, SAP allows companies to obtain greater visibility into their sales, supply chain, and manufacturing trends, or to allow new methods of entering or tracking such trends (to maximize revenue and profit) by extending business processes in several different directions. A good example again is order-to-cash, which is essentially a "back office" accounting process. By combining multiple SAP applications, a company can create a more capable extended version of this business process, something called a cross-application process, mega process, or extended business process. Our simple order-to-cash process can become much more powerful in this way. For example, we might initiate our process through SAP's Enterprise Portal, which allows a broad base of a company's users or even its partners and suppliers to access the company's SAP system using a simple browser. Once in the system, the user might "punch through" to SAP ERP to place an order. Through the business logic enabled at the business process level, control might be passed to the SAP CRM application to determine a particular customer's buying preferences or history. CRM's business logic might then direct or influence the business process in a particular way, perhaps to help the salesperson increase the customer's order size or affect the order's gross margin. Next, SAP's Supply Chain Management (SCM) system might be accessed to revise a supply chain planning process for a set of potential orders, looking to optimize profitability as the system seeks to balance the needs of many different customers with the organization's access to materials, people, and other resources. SAP Net Weaver Business Warehouse might next be queried to pull historical data related to the customer's credit history, financial terms, and sales patterns within a particular geography or during a particular season. After these details are analyzed, the extended business process might turn control over to SAP's Crystal Solutions to create company-internal reports. Simultaneously, SAP ERP or SAP Net Weaver Portal might be used to drive and track the pick-list process, order fulfillment and shipping process, and finally, the accounts receivables processes to conclude the overall business process.**

**Q1. Identify & Explain the SAP application modules as per the case scenario. (10 Marks)**

**ANS 1.**

**Introduction**

SAP is a robust enterprise aid planning (ERP) software that refers to structured programs and uses facts processing. It comes with a software package that contains re-engineering tools and end-to-quit services. "Or, if you like, one could remain in a Respective industrial environment." "SAP provides you with an enterprise makes that you may use to improve your profession and for that reason go into something past the SAP global." SAP knowledge lets you be more flexible." numerous physically remote computers may be connected to the database server in a Its sample only

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**Q2. Describe how various business processes are related to SAP to connect the dots. (10 Marks)**

**ANS 2.**

**Introduction**

SAP ERP is an enterprise-wide utility built through SAP SE. ERP device, frequently known as enterprise aid planning (ERP, is bendy software incorporating the critical techniques of a company's essential corporate operations into a coherent unit. An ERP gadget comprises software components that give attention to a specific significant corporation, including financial control, human sources, commercial, production management, or consumer relationship management (CRM). Organizations simplest employ the additives required to behavior their

**Q3. Case Study: Green Rabbit**

**Once upon a time, two friends launched a candy wholesale business. Then, they ran into a problem: shipping melt-prone chocolate bars during the summer months. After the pals designed a heat-sensitive supply chain, other food companies turned to them for help. The duo rebranded as Green Rabbit, a supply chain logistics provider specializing in fast delivery of perishable goods. That shift in strategy tested the company’s current processes, which relied on QuickBooks, Excel, and email. Green Rabbit’s multiple databases couldn’t communicate with one another, making real-time data analysis impossible. The warehouse was often waiting on help from the IT team, too. Green Rabbit chose NetSuite ERP, and the NetSuite professional services team got the company up and running on the system in three months.**

**Green Rabbit now:**

**Helps customers ship candy, snacks, and more across the country in 24 hours from one of three different warehouses, without inventory errors.**

**Delivers tens of thousands of orders per day, without delays.**

**Gets guaranteed error-free data from its ERP system, instead of risking errors from manually entered data.**

**Could triple its order volume, if desired, without impact on its systems.**

**a. Explain the various issues in this case and how they tackled the situation. Explain elaborately. (5 Marks)**

**ANS 3A.**

**Introduction**

green Rabbit was initially launched in 2009 as candy.com by cousins Greg Balistreri and Joe Melville to be "the candy save of the globe." according to Balistreri, the entrepreneurs' e-commerce intuition got here out, and the company flourished swiftly. "Chocolate dissolves, mainly at some stage in the summer," explained Balistreri. "effective fulfillment of perishable

**b. Explain the concept of ERP - inventory management in this case context and explain the List of the features of the ERP inventory management module to support the success of Green Rabbit. (5 Marks)**

**ANS 3B.**

**Introduction**

An ERP deployment is the procedure of organizing initiative aid planning (ERP) technology, guaranteeing that your squad is completely employing the platform. The process is shipped into 3 degrees: Connecting software on-premises and/or licensing with a Saas application firm generally pursue help from a provider or