ENTERPRISE INFORMATION SYSTEMS

- ERP II
- ERP industry solutions
- External Relations Management Application
- E-business support

ERP – Enterprise Resource Planning

Literature:

- SODOMKA, Petr, Klčová, Hana. *Information systems in entrepreneurial practice*. 2nd edition (segments 42 and 43) 2. Brno: Computer Press, 2010. ISBN 978-80- 251-2878-7. Pages 220 - 223.

- BASL, Josef and Roman BLAŽÍČEK. Enterprise information systems: the enterprise in the information society. In *Management in the information society*. 2nd edition Prague: Grada, 2012. Management in the information society. ISBN 978-80-247-4307-3. Pages 129 - 131.

- GÁLA, Libor, Jan POUR and Zuzana ŠEDIVÁ. Business informatics. 2nd edition (segments 42 and 43) 2. Prague: Grada, 2009. ISBN 978-80-247-2615-1. Pages 173 - 205.

- TVRDÍKOVÁ, Milena. Application of information technologies in corporate management: tools for improvement of the quality of the information systems. In *Management in the information society*. 1st Ed. Prague: Grada, 2008. ISBN 978-80-247-2728-8. Pages 137 -153.

ERP – Enterprise Resource Planning

ERP industry solutions are usually prepared by the manufacturer according to the requirements of the industrial sector. They include predefined operation and functionality of the system corresponding to a certain field of activities, which are usually adjusted according to the customer requirements. These industry solutions include extensive know-how from already implemented projects in a specific vertical axis and are beneficial to the user organisation.

ERP – Enterprise Resource Planning

ERP industry solutions bring:

- Standard procedures from the given business field

- Best practices for the implementation of specific business agenda

- Easier and cheaper modifications for the client according to his requirements

ERP – Enterprise Resource Planning

Examples of sectoral solutions - project management:

- Project organisation - organisational structure, etc.
- Corporate standards - rates, invoicing rules, roles, etc.
- Project budget
- Project management - human resources, capacity planning
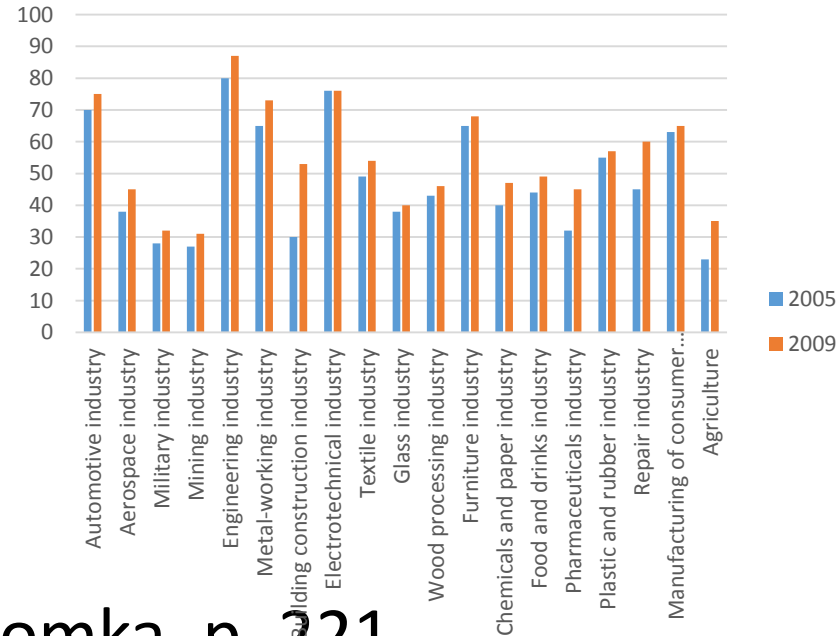- Reporting of time consumption and costs
- Analyses

ERP – Enterprise Resource Planning

Examples of sectoral solutions - facility management:

- Construction
- Operation and lease
- Financial management
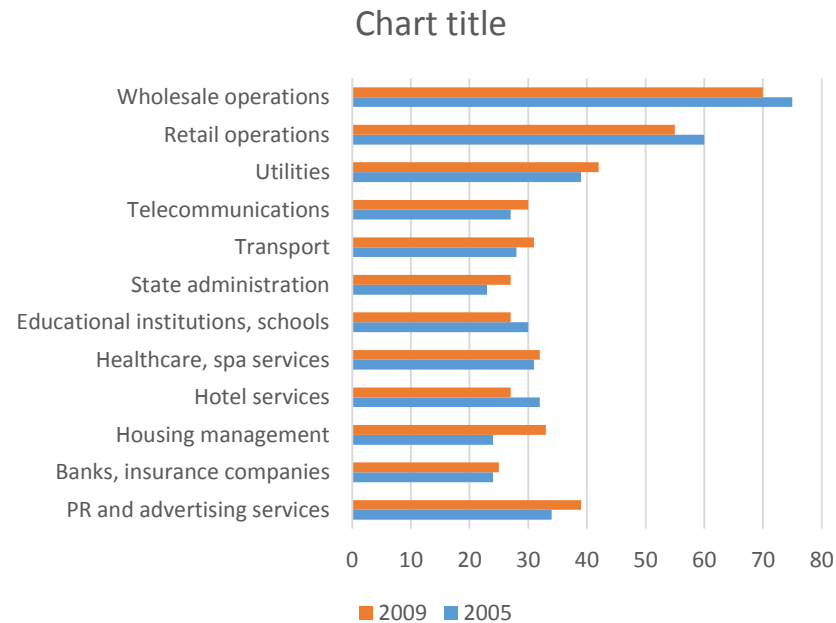
ERP – Enterprise Resource Planning

Examples of sectoral solutions:

Source: Sodomka, p. 221

ERP – Enterprise Resource Planning

Examples of sectoral solutions:

Chart title

Wholesale operations	
Retail operations	
Utilities	
Telecommunications	
Transport	
State administration	
Educational institutions, schools	
Healthcare, spa services	
Hotel services	
Housing management	
Banks, insurance companies	
PR and advertising services	

0 10 20 30 40 50 60 70 80

■ 2009 ■ 2005

Source: Sodomka, p. 222

ERP – Enterprise Resource Planning

Examples of sectoral solutions:

Branžové sekce

- IT for logistics
- Public sector and healthcare
- IT in building industry solutions
- IT in the food industry
- IT for banks and other financial institutions
- IT for the automotive industry

Source: www.systemonline.cz

e-BUSINESS

e-Business - electronic business:

Applications of a predominantly operational character that facilitate business transactions and operations, i.e. purchase and sale of products and services and eventual cooperative activities between the business subjects during their development and deliveries.

PRM - Partner Relationship Management:

The applications facilitate the relations between the business partners, excluding the realisation of the business transactions themselves, for instance, overviews of business negotiations, customer satisfaction surveys, solution of data for further analytical operations, for instance, for production planning, management of the goods range, whereas the key role is played by the CRM applications. Gála 2009.

e-BUSINESS

e-Commerce:

It is comprehended as the process of procurement, sales, delivery and exchange of products, services and information, through the computer networks, including the Internet. On the other hand, e-Business is a broader term and in addition to e-Commerce also includes the customer service operations, collaboration with partners, e-learning management, and management of e-business transactions within the enterprise. Gála 2009.

e-BUSINESS

e-Marketplace:

It is a virtual Internet marketplace where supply and demand meet on-line. Its main advantage over standard "brick & mortar" markets is the possibility to effectively and conveniently compare prices, delivery and payment terms, and especially the technical parameters of the individual products. We differentiate the consumer e-marketplace that works on the B2C (business to customer) principle and the corporate e-Marketplace, where only the businesses trade with each on the B2B (business to business) principle. Tvrdíková 2008.
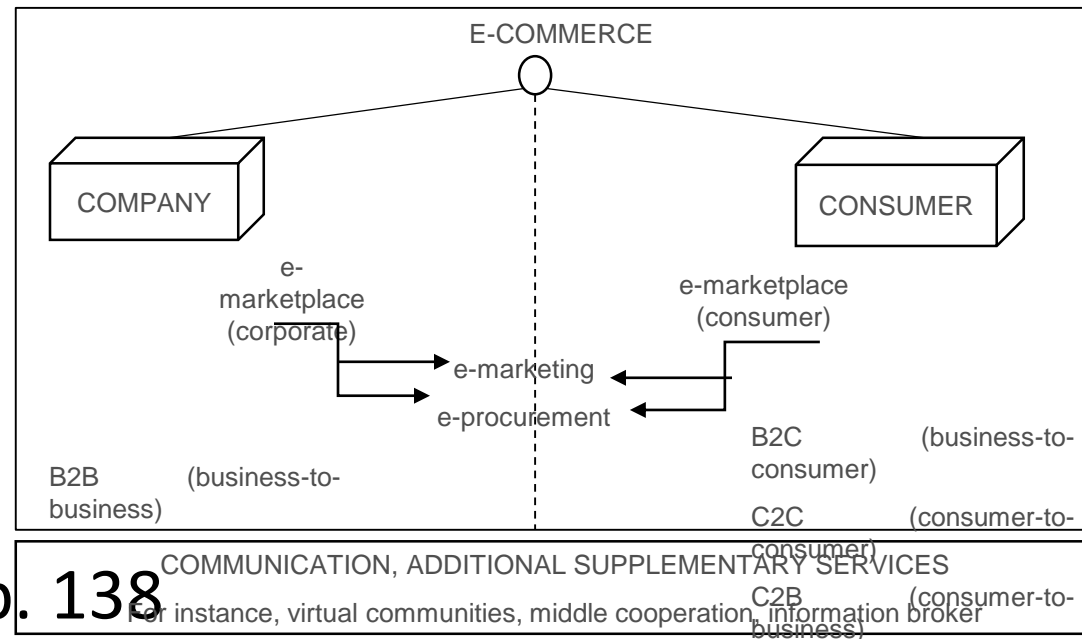
e-BUSINESS

e-Procurement - procurement via the Internet:

It is practically a part of e-commerce, which is based on the requirements of the buyers. The enquirers specify their requirements and e-procurement ensures their fulfilment. Its primary feature is the creation of value, consequently cost savings for the buyer. Tvrdíková 2008.

e-BUSINESS

e-business tools

E-COMMERCE

COMPANY

CONSUMER

e-marketplace (corporate)

e-marketplace (consumer)

e-marketing

e-procurement

B2B (business-to-business)

B2C (business-to-consumer)

C2C (consumer-to-consumer)

COMMUNICATION, ADDITIONAL SUPPLEMENTARY SERVICES

C2B (consumer-to-business)

(for instance, virtual communities, middle cooperation, information broker

Source: Tvrdíková, p. 138

e-BUSINESS

Basic relations between the e-business subjects:

B2B (Business to Business)

B2C (Business to Consumer)

C2C (Consumer to Consumer)

C2B (Consumer to Business) - the final consumers present their requirements for specific services, or products

B2B2C (Business to Business to Consumer) - the enterprise sells the products of another enterprise to the final consumer

e-BUSINESS

Basic relations between the e-business subjects:

G2C (Government to Citizens) - the authorities provide their services to the citizens

G2B (Government to Business) - the authorities provide their services to the enterprises

G2G (Government to Government) - public sector collaboration

B2E (Business to Employee) - the enterprise provides its services to the employees

B2G (Business to Government) - the enterprise provides services or products to the state administration

e-BUSINESS

B2C business functions:

- Entry into the catalogue of goods and services
- Selection of goods, additional information
- Adding of goods to the shopping basket
- Payment type selection
- Determination of the delivery terms
- Check of the customer's order confirmation before dispatch of the order

Example of e-shops or e-malls - Amazon.com, eBay.com

e-BUSINESS

B2B business functions:

- Presentation of products and services from the catalogue and the offers

- Selection of the best supplier according to the specified criteria

- Preparation of business documents - orders, delivery notes in relation to the ERP

- Exchange of business documents between the enterprises - EDI, ISDOC

- Acquisition and storage of information from the realised business transactions for analytical work

e-BUSINESS

EDI - Electronic Data Interexchange:
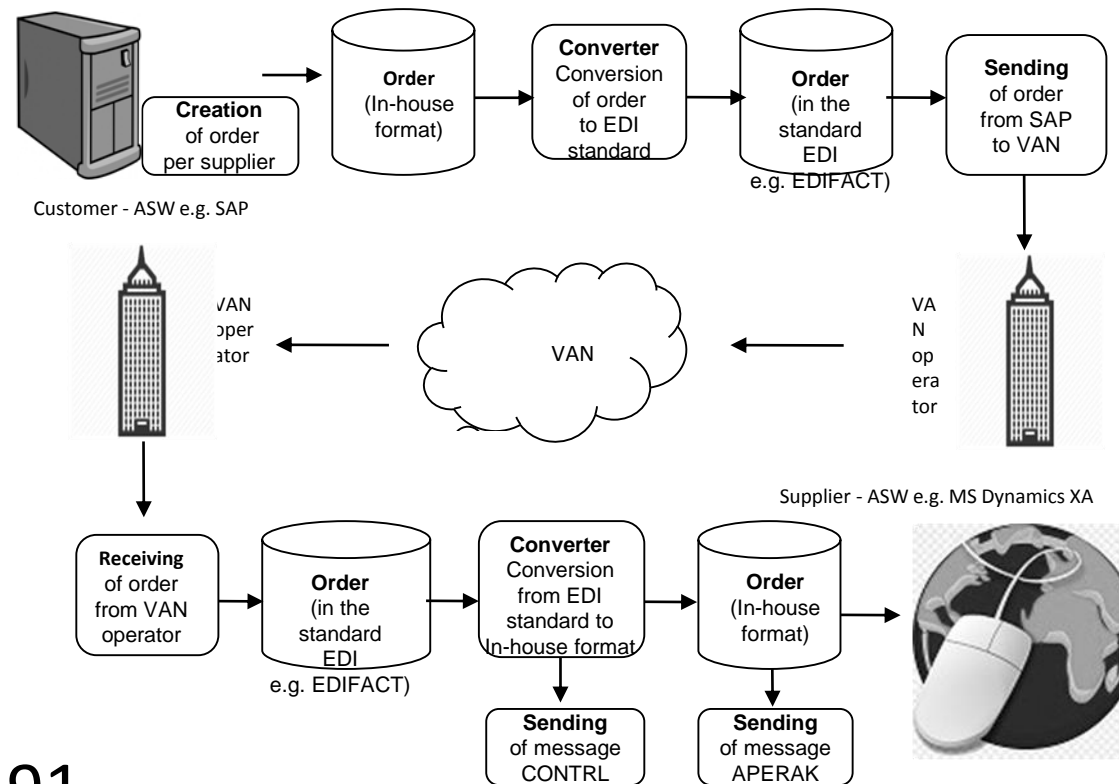
Source: Gála, p. 191

e-BUSINESS

ISDOC (Information System Document) is an electronic invoicing format in the Czech Republic, which was defined by the "Working Group for Electronic Standards of Data Exchanging" in the ICT Union (formerly SPIS). The "Declaration on common approach in the area of electronic invoicing in the Czech Republic" was signed on 16th October 2008. This declaration expresses the undertakings of the individual producers of economic and ERP systems (the declaration was signed by a total of 14 significant companies on the market) to build a common electronic invoicing format and implement it in their commercial solutions within one year after their declaration. Further signatories were the representatives of State appointed by Finance Minister Miroslav Kalousek and Deputy Interior Minister Zdeněk Zajíček.

The producers of the economic and enterprise systems shall thus use a standardised form of the exports and receiving of electronic invoicing messages, which makes it possible for the enterprises and institutions - users of various SW products - to mutually communicate. The ISDOC format was declared on 19 March 2009."

e-BUSINESS

C2C business functions:

It is equivalent to a virtual stock exchange or auction.

Forward e-auctions - offers by the seller

Reverse e-auctions - enquiries by the buyer

Example - Aukro

e-BUSINESS

Applications for B2G and C2G relations - e-Government:

e-Government - efficient provision of information, execution of processes, administration tasks, but also communication within the public administration.

CzechPOINT - access to the state administration registers, acquisition of authenticated extracts. For instance, outputs from the land register, commercial and trade register, criminal register.

public administration portal - statnisprava.cz. Public administration portal. The main source of interexchanges between the state administration and the citizens and entrepreneurs. List of authorities, public contracts, insolvencies, open vacancies, services.

Tax portal - adisspr.mfcr.cz, e-Customs - electronic customs proceedings.

e-BUSINESS

m-Commerce - mobile commerce:

Through the end-user mobile devices.

- m-Presence - offer of goods and services via websites
- m-Payment - GSM Banking
- m-Shop - permanent availability
- m-Marketing - information channels
- m-Procurement - purchase of goods and services

Advantages: non-dependence on the site, unique identification, localisation of partners - known location