

PalArch's Journal of Archaeology of Egypt / Egyptology

INSPIRING ENTERPRISE RESOURCE PLANNING TO INFORMATION TECHNOLOGY NETWORKING SPRINGS IN APPREHENSION OF HUMAN RESOURCE

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Dr.D.Arivazhagan, Dr.J.Rengamani, Dr.S.Poongavanam: Inspiring Enterprise Resource Planning to Information Technology Networking springs in apprehension of Human resource -- Palarch's Journal Of Archaeology Of Egypt/Egyptology 17(9). ISSN 1567-214x

Keywords: Network, Service, transport, performance, Customer

ABSTRACT

Most of the manufacturing companies are using Enterprise Resource Planning (ERP) to maintain the routine work like procuring raw material, keeping stock intact with the production, waste material management and warehouse maintenance etc. It is a strange that service-oriented organization are not using this software to maintain their service and goods. The concept of this paper is to identify the needs of people working in the networking service organizations and suggest solutions to them using ERP. This paper suggests the model of ERP in new dimension to meet the needs and improve their performance.

1. Introduction

Many IT networking service organizations was founded by Professionals with more than a decade experience in the industry and profound technology understanding and knowledge. This enhances the companies with phenomenal strengths in finding solution in Sales & Marketing, Relationship management, Implementation, Quality, Operation & Maintenance and customers care. In general these organizations has qualified and committed Management Team, Engineers and Workforce to provide Quality and Effective Solutions. Organizations Growth and Achievements are purely based on Customer

support and Confidence. In general, the networking companies does Information Technology (IT) Network Active, IT Network Passive, IT Compute & Storage, Physical Security and Audio Visual (AV) Solutions. Every organization is focused on providing comfort and safety to its employees and automating utilities, communication to provide smart experience to clients by which improving processes, services and reduce operational expenses. Many companies concentrate on operations, technology, marketing, relationship management, execution, implementation, quality and customer care. They are committed and qualified manpower with focus to provide quality and cost effective solutions to its clients. The organizations more cautious on cost effective solution, prompt material delivery, execution of projects in time, maintaining quality in all aspects, post-installation support, Technical Guidance and customer support and satisfaction.



2. Need of ERP in networking organization

Most of the organizations provide networking solution faces problem like manpower management, material management and timely completion of work. This paper considers 150 samples from 180 sample collected. One sixth of data has error which was ignored. Most of the people working in the organizations felt the importance of system which will make the work easy. Many service persons meets the common people who needs networking service like vigilance camera and Storages for apartments and small companies who needs structured cabling. The organizations are showing interest at the beginning but after few days they are getting tired because of unable to meet the customer satisfaction.



IT Network Active



Structured Cabling



Computer Storage



Security Service

Today there are many mushroom companies available in major cities to do the networking service. It is like fast moving goods and services. But backend support after implementation is a big question mark. The major requirement of the companies are to design and identify the supply chain management software which will fulfil the need of big customers. Today every clients wants to complete the project in time with cost effective manner. One day delay causes many damages in business because of the digital scenario. The below diagram shows a typical supply chain enterprise resource planning which has been made for service oriented organization for demand forecasting, keeping stock in safer level which will align with business plan. After analysing the business plan and satisfied with the plan capacity the supply orders will be generated and executed.

he software required for IT networking companies to handle forecasting demand based on old data, identifying the thirst area, maintaining stock, identifying manpower as per the project requirement, human Resource Management, proper delivery of raw material in the project site, in time delivery, warehouse maintenance, inventory control, maintenance of progress of the project, automation of activities, proper payment, planning capacity, order delivery and customer support control.

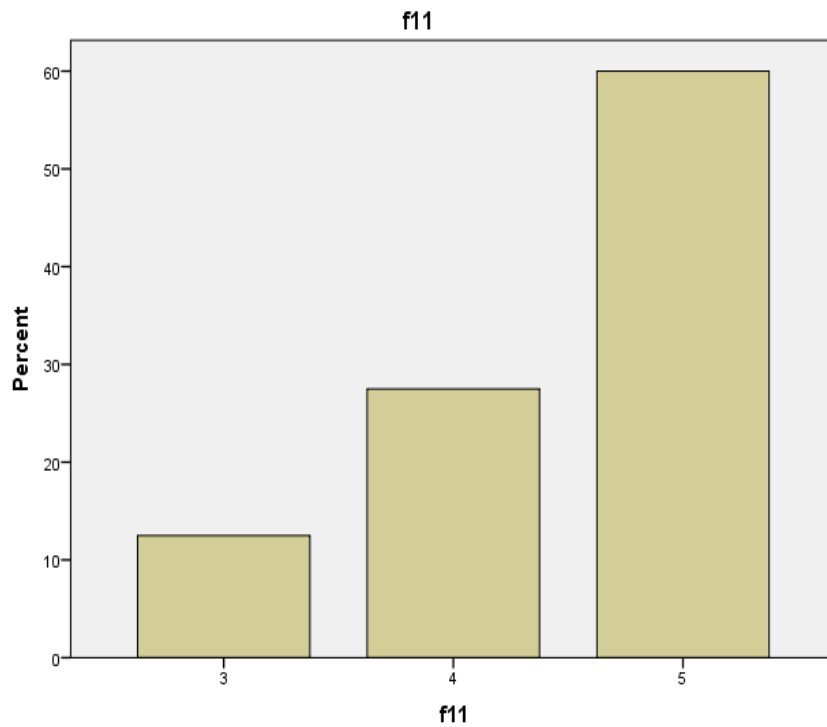
3. Data Analysis:

The collected 150 samples has been analysed. The descriptive research methodology has been followed. The questionnaire has questions related to functions and services offered by companies like use of Information and

Communication Technology, Value Added Services, Cost, Quality, Reliability, Customization and Responsiveness

Table 1 Integrated electronic data interchange to communicate

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	15	12.5	12.5	12.5
Agree	33	27.5	27.5	40.0
Strongly agree	72	60.0	60.0	100.0
Total	120	100.0	100.0	



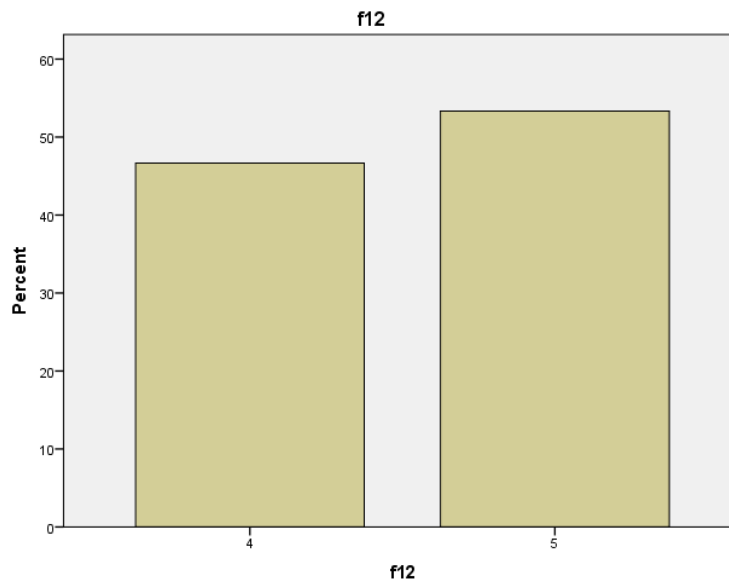
Inference: Based on the above table and Graph given below, it can be inferred that 60% of the respondents of the users of IT solution companies have a strong level of agreement to the “Use of integrated electronic data interchange to communicate with shipping lines”. In the combined manner, 87.5% of the respondents of the users of IT solution companies have a level of agreement to

the “Use of integrated electronic data interchange to communicate with shipping lines”.

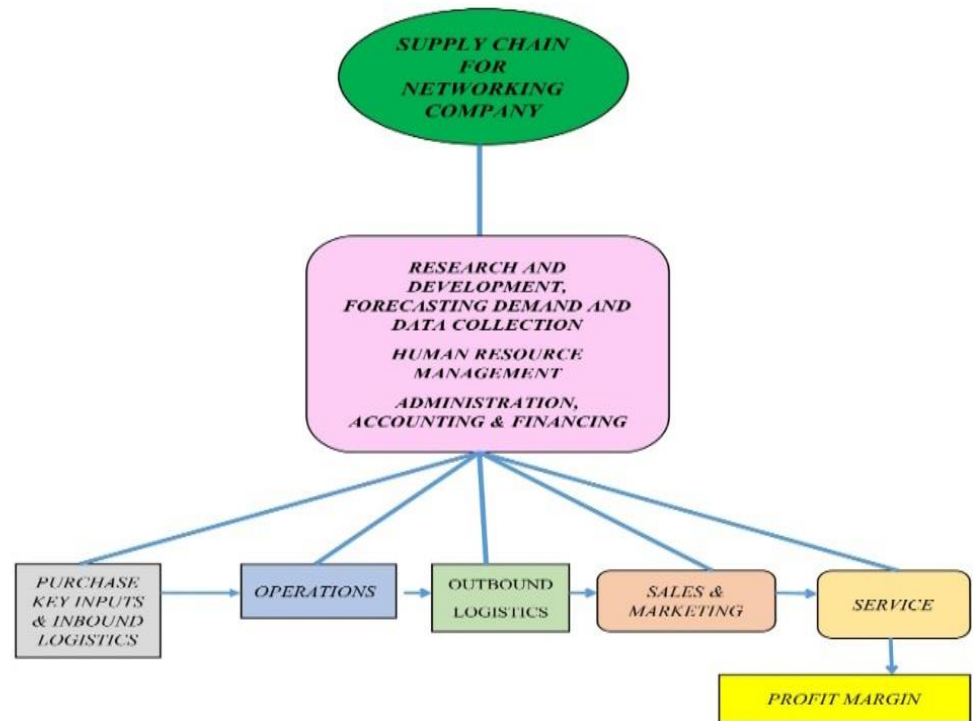
Table 2 *Integrated information systems to share data/information*

	Frequency	Percent	Valid Percent	Cumulative Percent
Agree	56	46.7	46.7	46.7
Strongly Agree	64	53.3	53.3	100.0
Total	120	100.0	100.0	

Inference: Based on the above table and Graph given below, it can be inferred that 53.3% of the respondents of the users of IT solution companies have a strong level of agreement to the “Use of integrated information systems to share data/information with shipping lines”. In the combined manner, 100% of the respondents of the users of IT solution companies have a level of agreement to the “Use of integrated information systems to share data/information with shipping lines”.



Based on the analysis the new supply chain design incorporating ERP has given below:



Industry supply chain management for IT networking service companies

Many IT networking service providers differs from others largely on what the company provides to the customer and the level of clients contribution towards the company which they operate. Generally, the front office designed and designated to support some service operations. The back office gives more support to Inventory operations, sales and service process orders, finance and purchasing. It also supports HR functions through ERP solutions developed and provided by many vendors. The main task is how to balance the front office and back office. Most of the times these offices take care of complete work load of organization. They simplifies the business, allows employees to do their work easily and effectively, gives efficiency in business operations, thus improving the overall business standards.

4. Suggestion

The IT networking service companies should give more priority to the customers which helps them to do the business successful. The management commitment is more important to take care of clients and keeping them intact

for more business related activities. Their feedback is more important to get new clients. The supply chain should always expect the challenges from the customers. It should not break the partnerships. Always the face to face contact should be encouraged to keep the business going. This will always help the organization to cultivate new ideas from the customers and maintain the trust among business partners.

5. Conclusion

The companies has qualified and committed Management Team, Engineers and Workforce to provide Quality and Effective Solutions. Their Growth and Achievements are purely based on Customer support and Confidence. By implementing new suggested solutions in co-ordination with ERP customized solution the companies will grow faster and do the forecasting, Marketing, Implementing the project in time, Executing the documentation and Customer Service effectively and efficiently.

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