Benchmark Business Integration

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Abstract

Enterprise Resource Planning (ERP) Systems deliver return on investment by focusing inwardly on the enterprise. They automate business processes such as the order-to-cash cycle, improving operations effectiveness while reducing costs. The economic benefits of operations improvements have been substantial. Now the largest discontinuities lie outside the organization, in the often-strained relationships between trading partners. The future opportunity for return on investment will come from tight integration of customers' and suppliers' information systems across the global value chain.

Working from several case studies of prominent manufacturers' and retailers' value chain initiatives, this presentation describes the core principles of value chain systems, key metrics that drive success, and the technologies required to support them.