Operational Maintenance of the ERP System
Introduction

- When ERP system goes live, O&M phase begins
- A technology advances, new software with more features and capabilities will emerge.
- There should be suitable response mechanism which deals with problems aroused in O&M phase.
- When a problem is identified, it should be reported to the person vested with the responsibility of coordinating problem resolution.

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Employee relocation & Re-training

- What to do with people whose job was made redundant?
- ERP creates new jobs as well.
- People tend to resist change.
Continuous training

- Continuous training and
- Refresher course is required.
Operation of the ERP system

- The main objective of O&M Phase is to ensure that ERP system achieves its projected benefits, users are satisfied, and there are no conflicts.

- The main activities in this phase are,
  - Interdepartmental coordination
  - SWOT Analysis
  - Documentation
  - Training
  - Continuous monitoring
  - ERP database management
  - Customer care
  - Help-desk and technical support
ERP Maintenance Phase

- Ways to reduce ERP maintenance cost,
  - Negotiate lower software license fees
  - Limit software customization during implementation
  - Explore third-party support and maintenance options
  - Negotiate lower ongoing professional service rates.
  - Keep track of direct and indirect maintenance and support cost.
Next topic

- Measuring the performance of ERP system