

Introduction to Information Systems

Essentials for the Internetworked E-Business Enterprise

Eleventh Edition

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7


Chapter

Electronic

Business

Systems

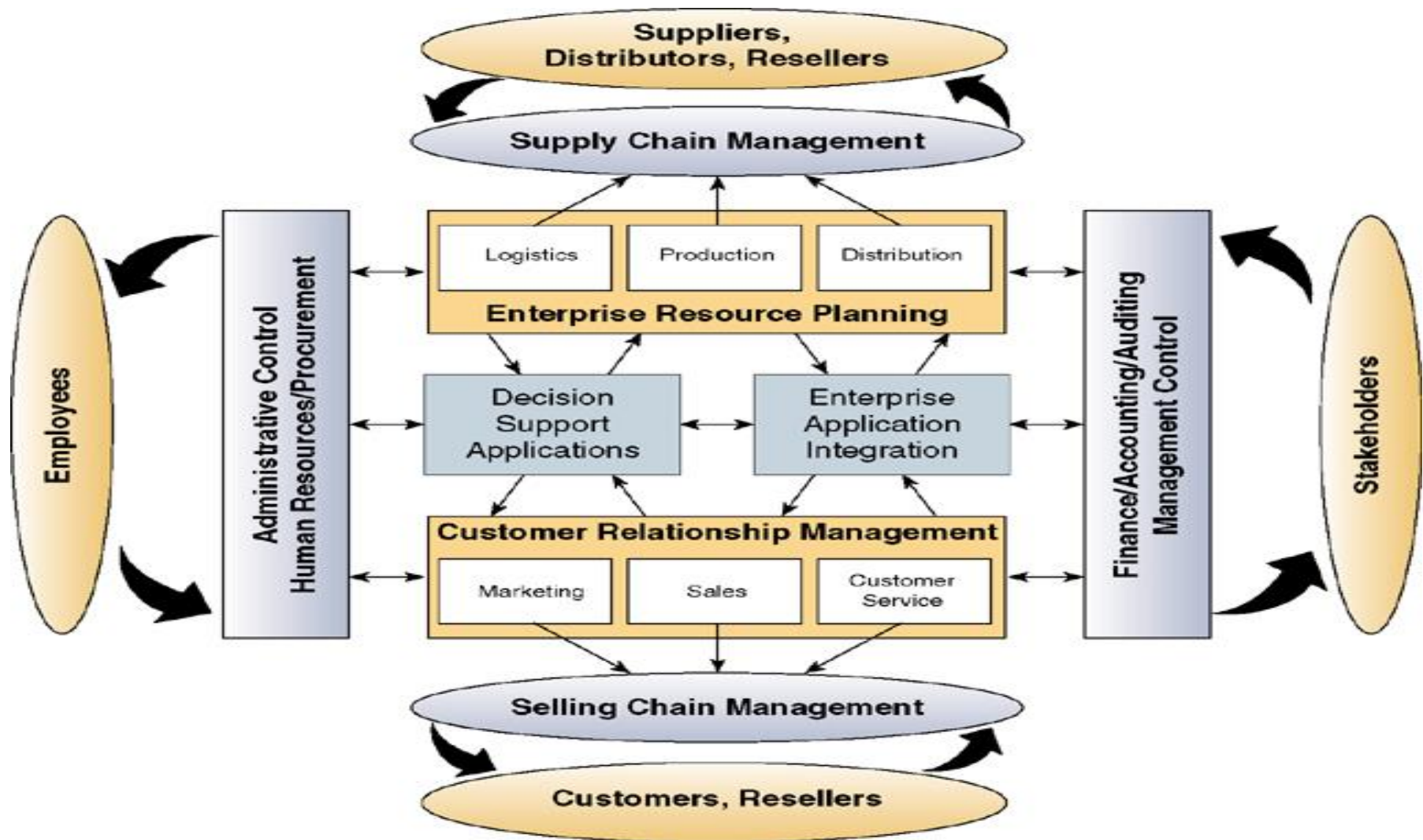
Chapter Objectives

- 
- Identify each of the following cross-functional e-business systems and give examples of how they can provide significant business value to a company and its customers and business partners.
 - Enterprise resource planning
 - Customer relationship management
 - Enterprise application integration
 - Supply chain management
 - Online transaction processing
 - Enterprise collaboration

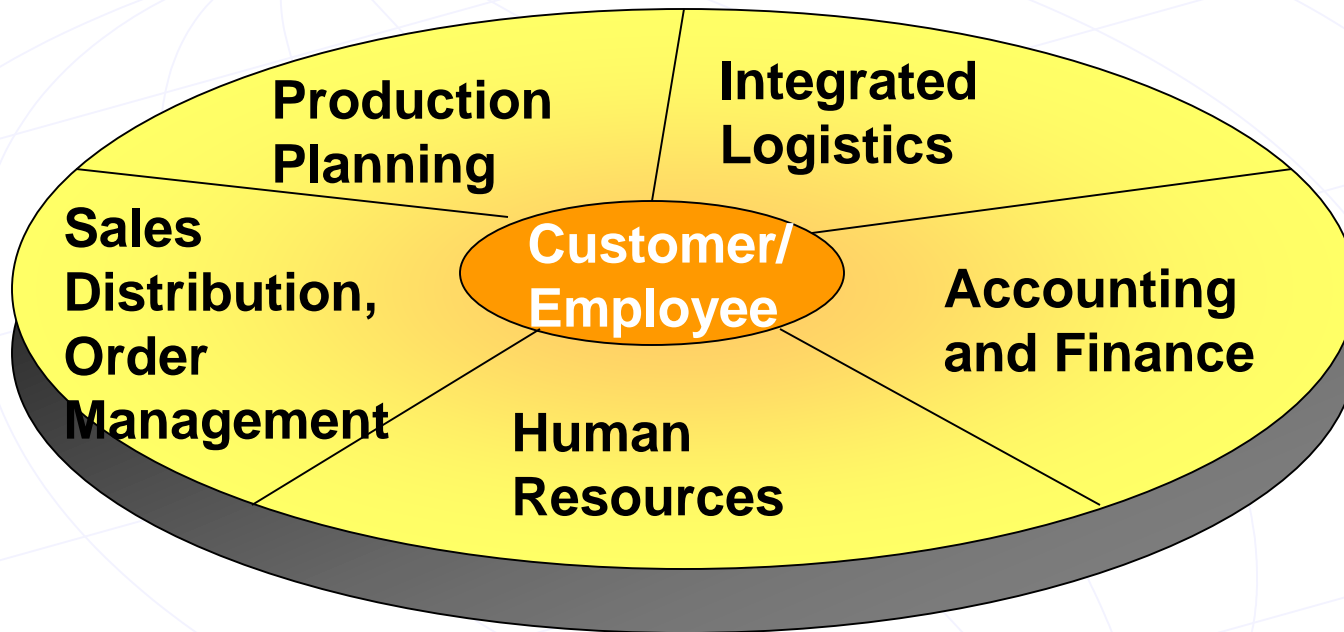
Chapter Objectives

- Give examples of how Internet and other information technologies support business processes within the business functions of accounting, finance, human resource management, marketing, and production and operations management.

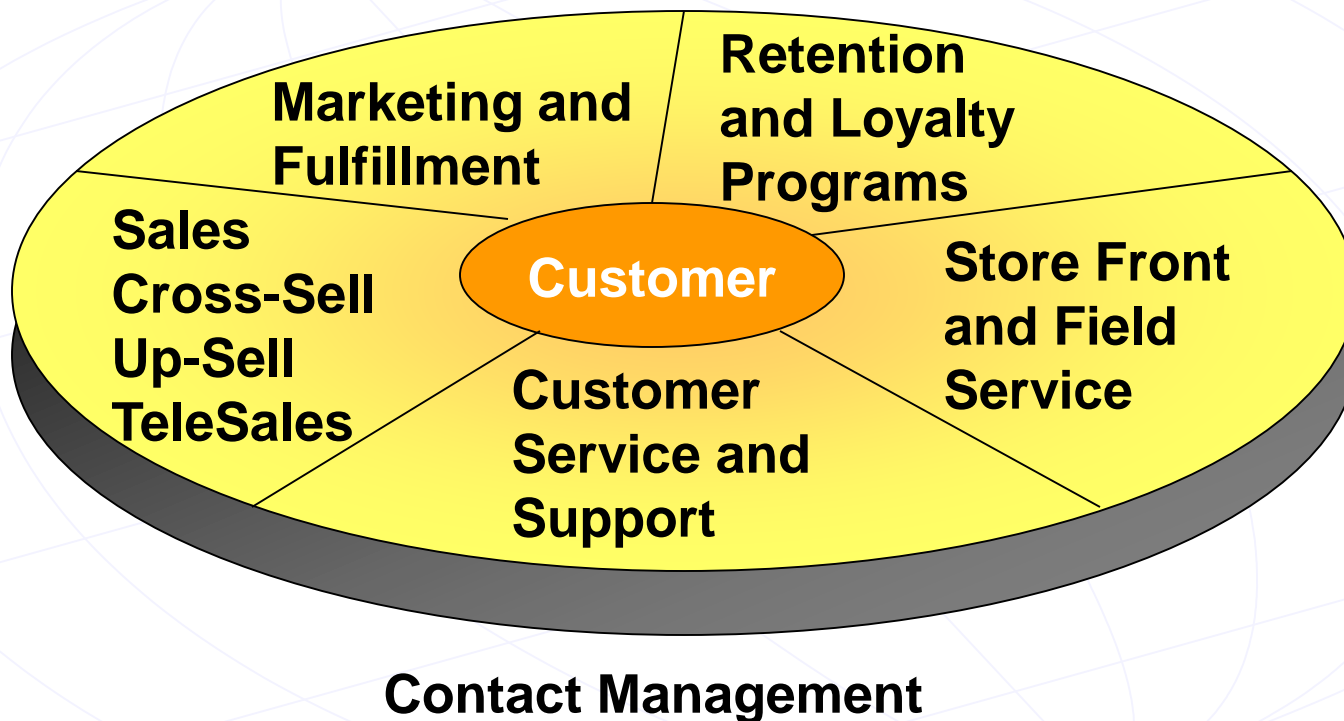
The e-Business Application Architecture



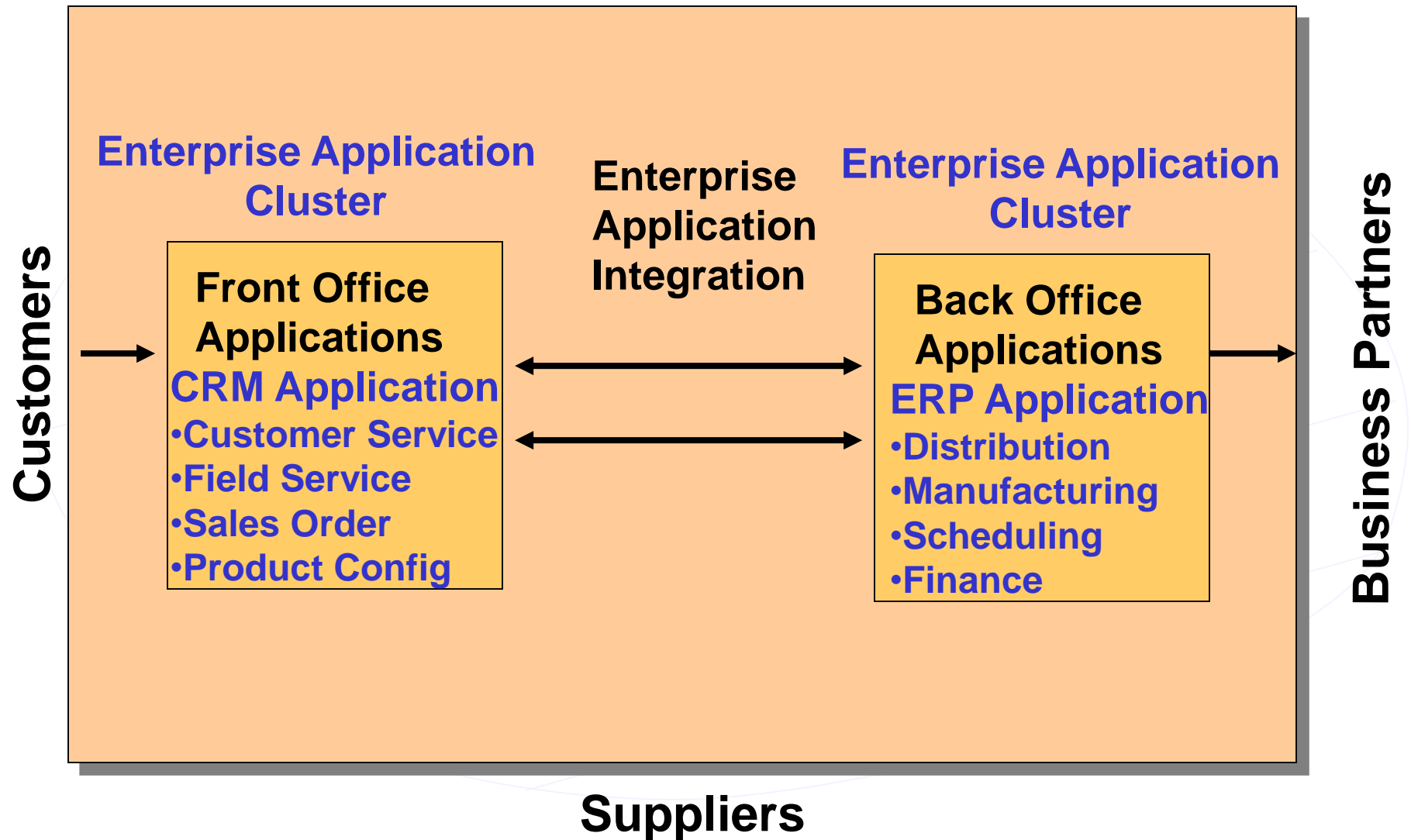
Enterprise Resource Planning



Customer Relationship Management



Cross-Functional Integrated Systems



Supply Chain Management

**Supply
Chain
Life Cycle**

Commit

Schedule

Make

Deliver

**SCM
Functional
Processes**

**Order
Commitment**

**Demand
Planning**

**Manufacturing
Planning**

**Advance
Scheduling**

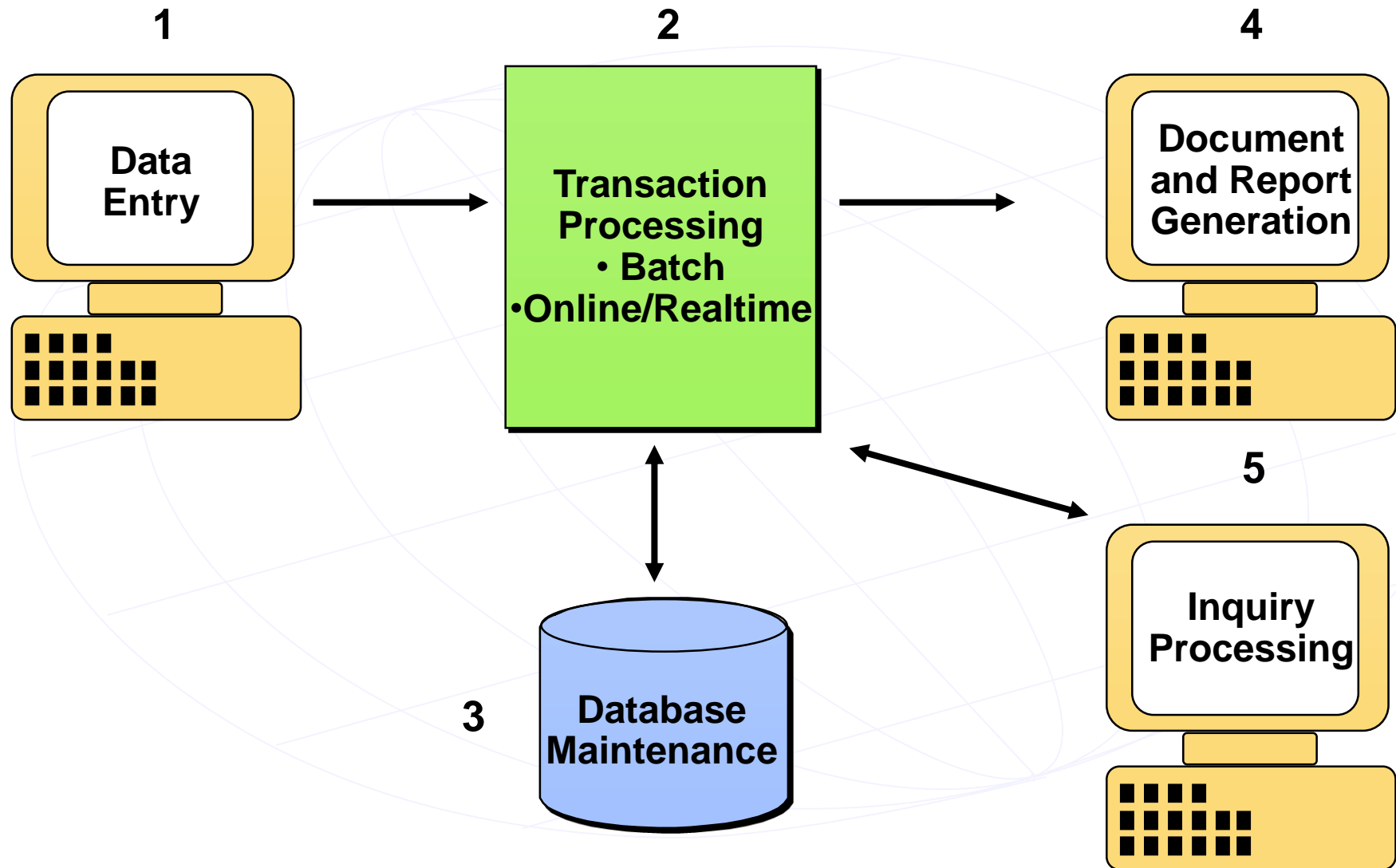
**Transportation
Planning**

**Distribution
Planning**

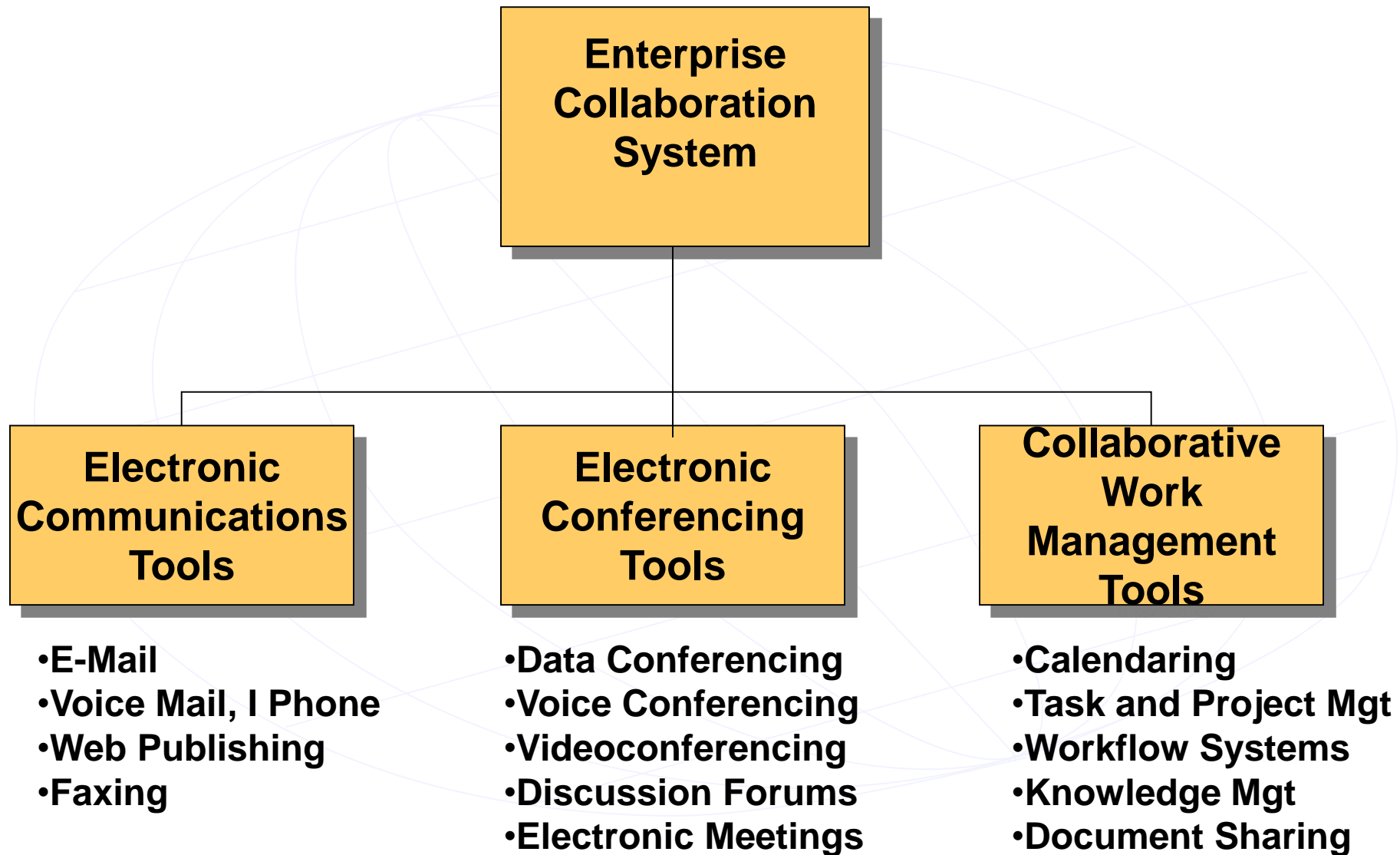
**SCM
Integrated
Solution**

Internetworked Supply Chain Management

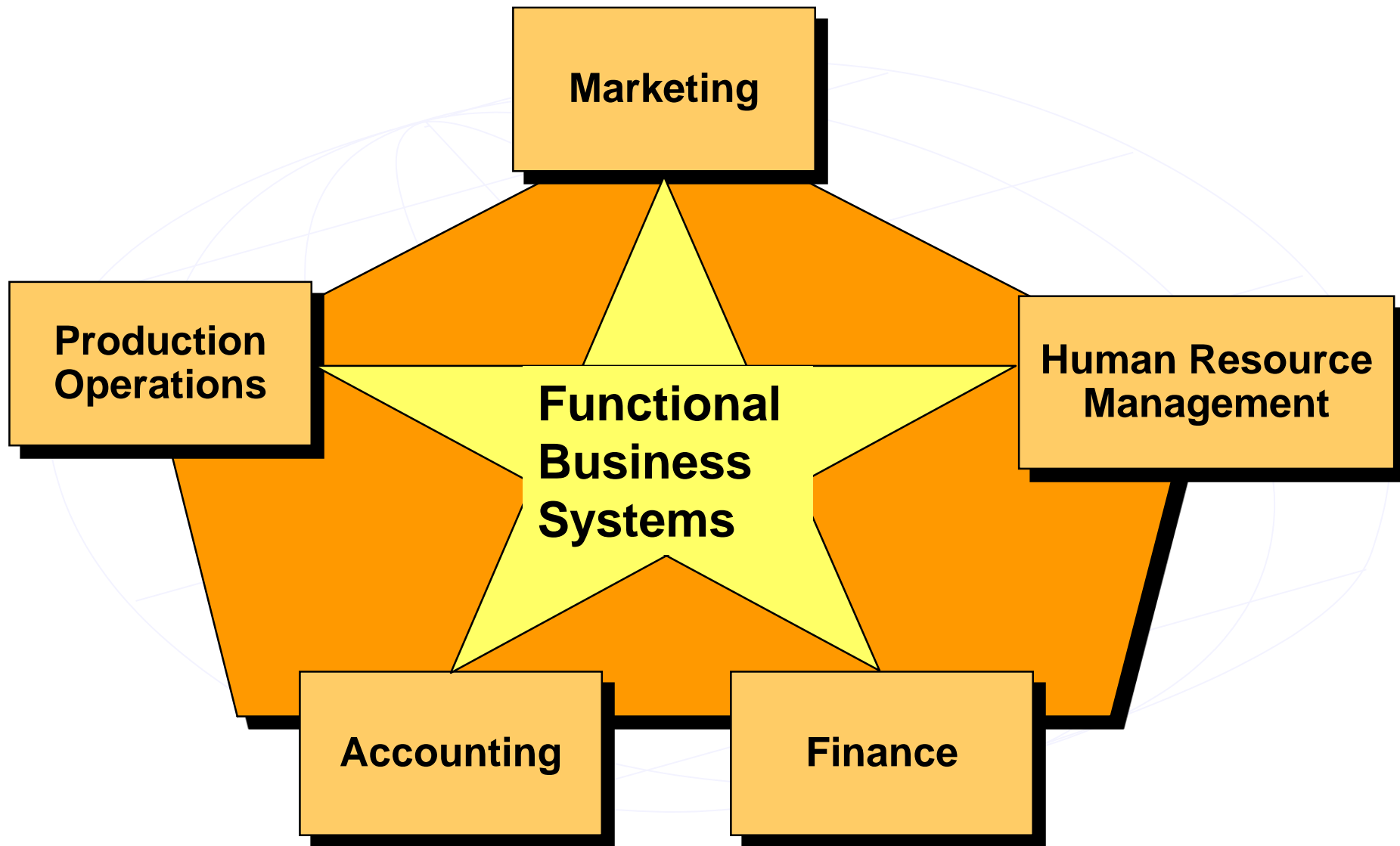
Transaction Processing Systems



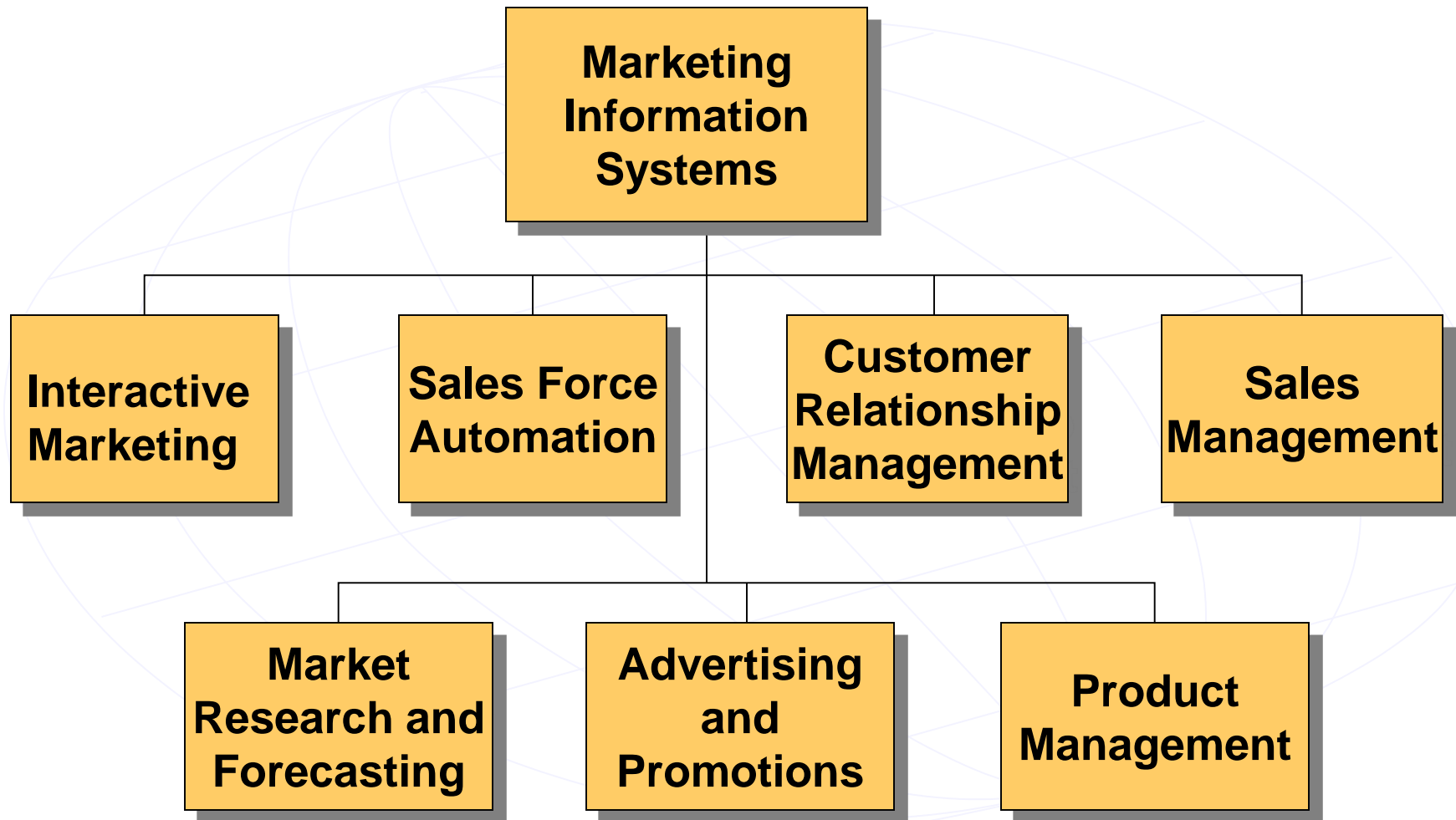
Tools for Enterprise Collaboration



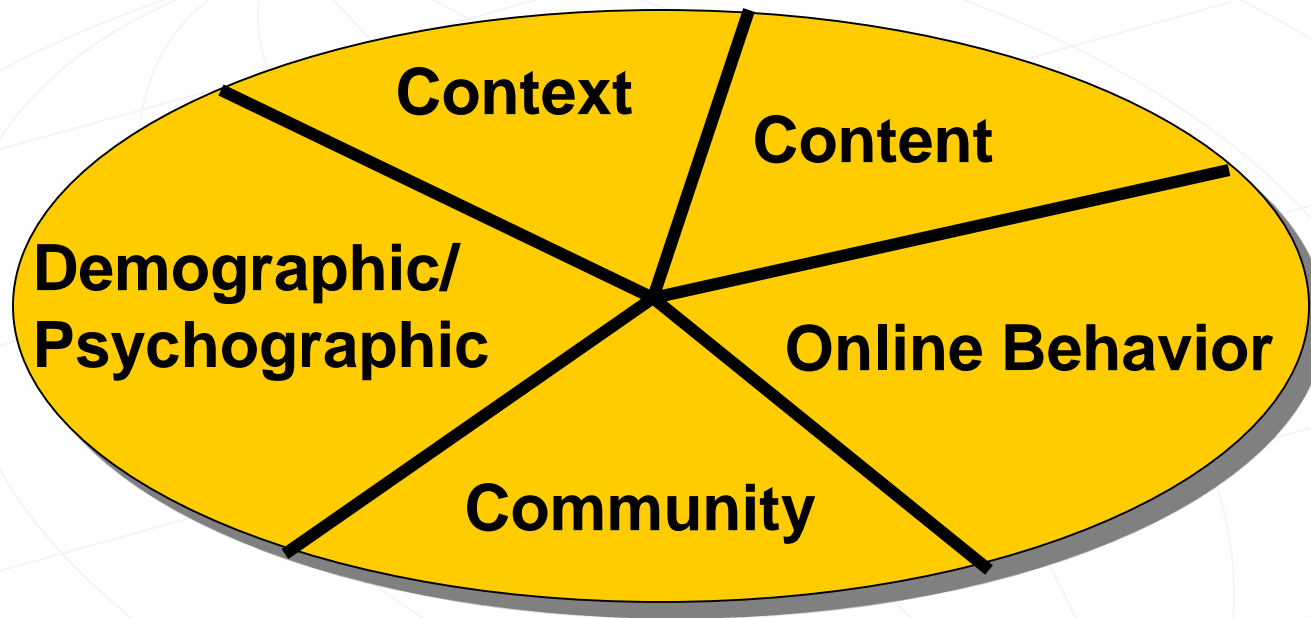
Functional Business Information Systems



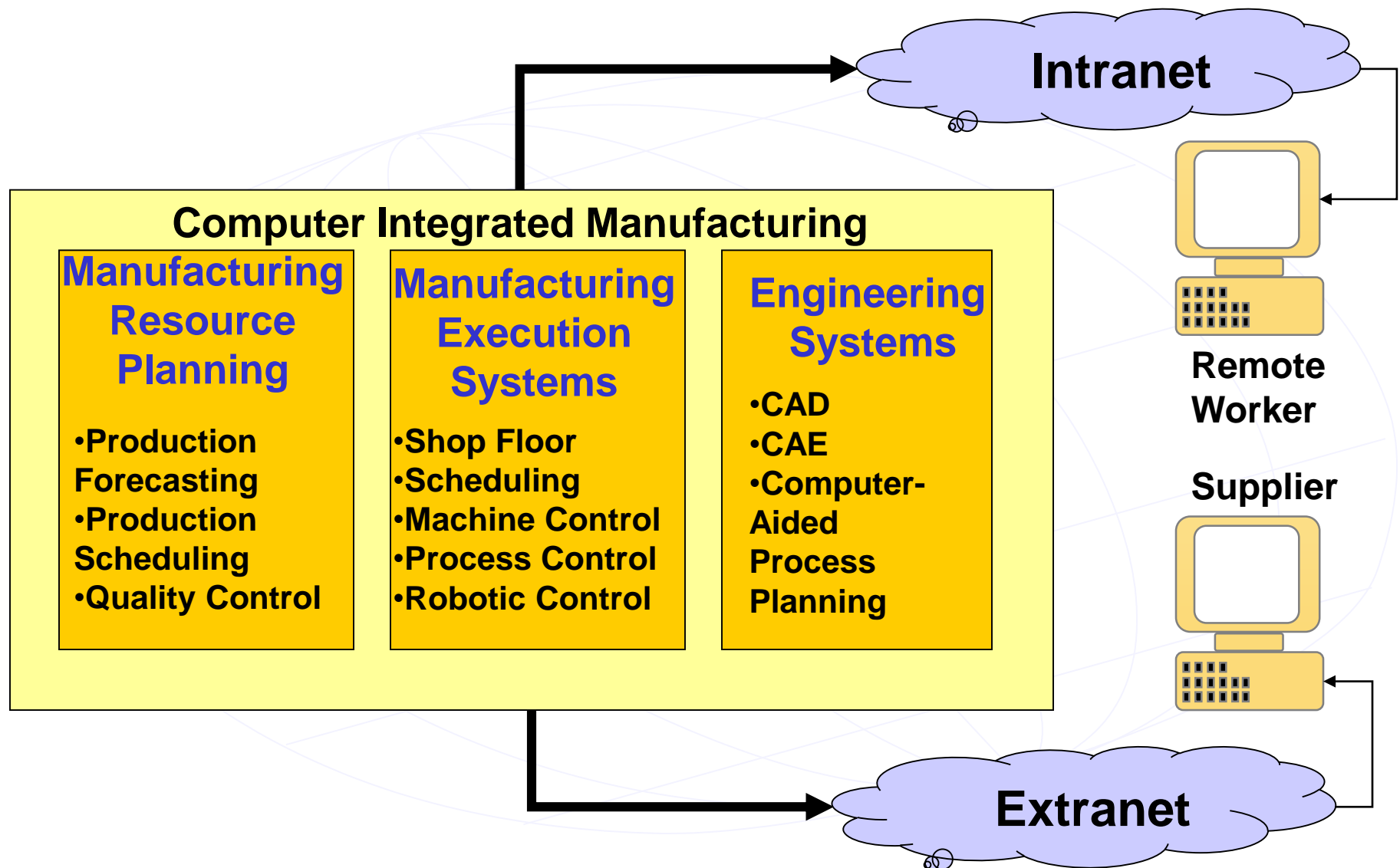
Marketing Information Systems



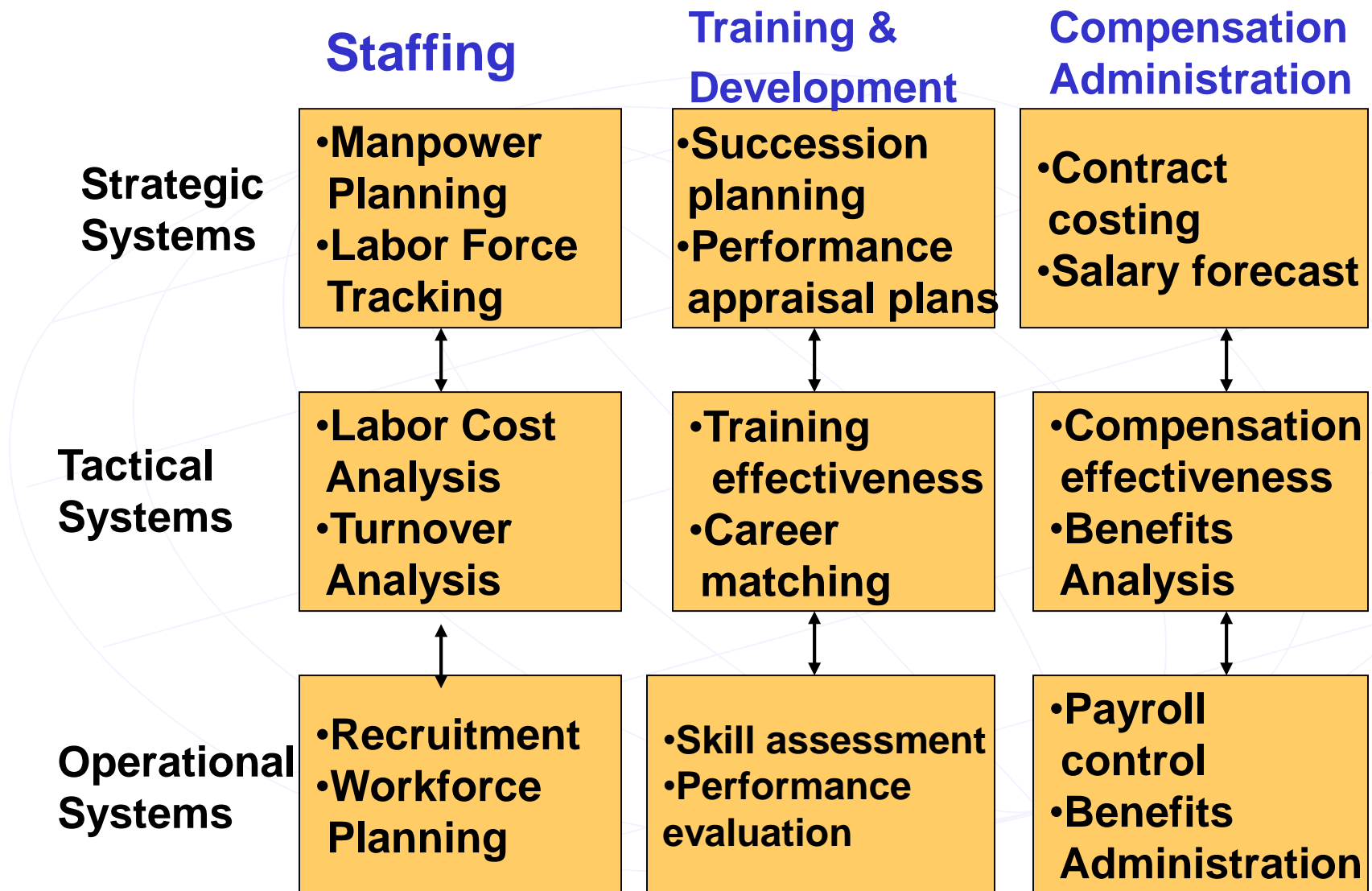
Targeted Marketing



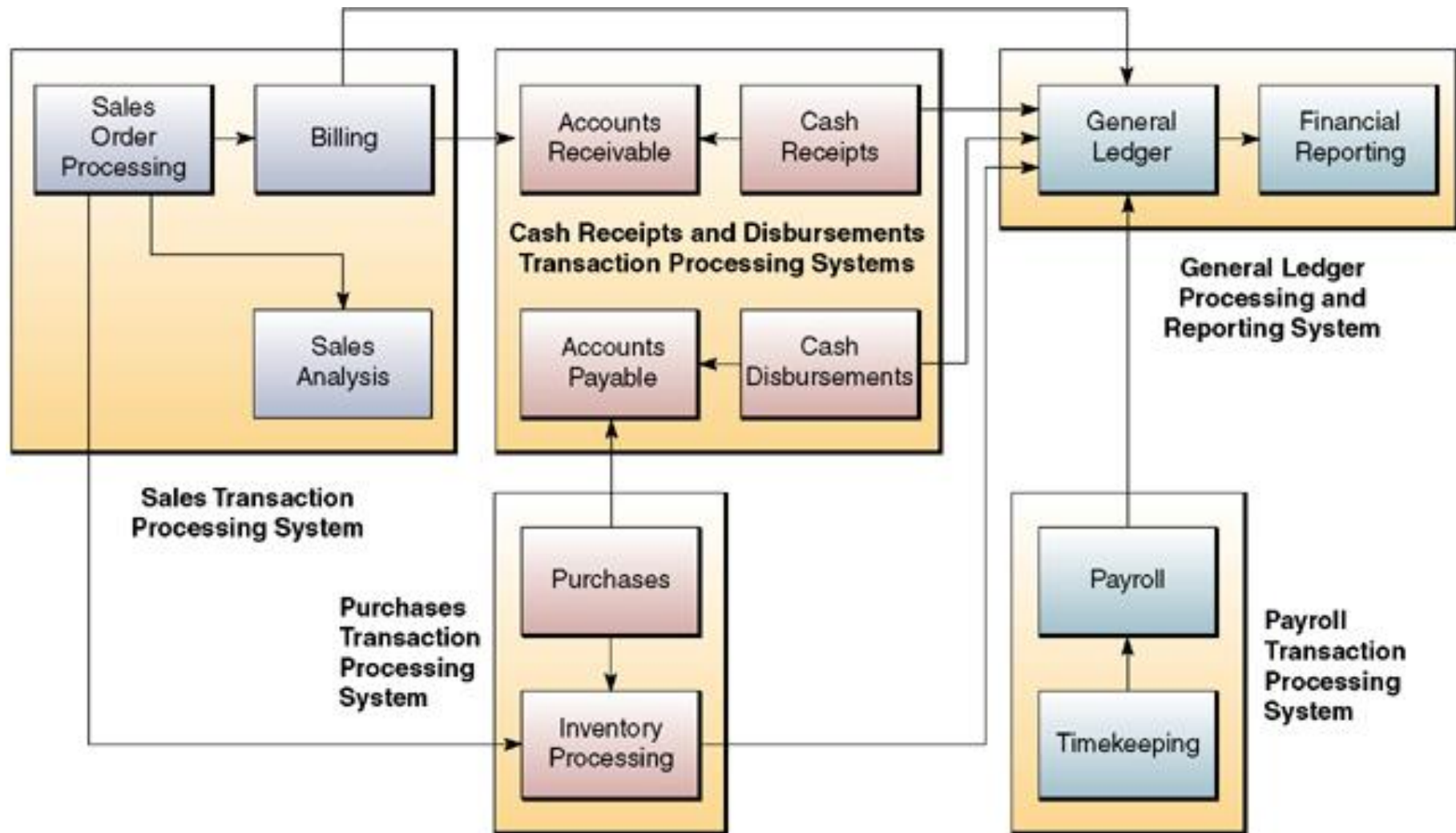
Manufacturing Information Systems



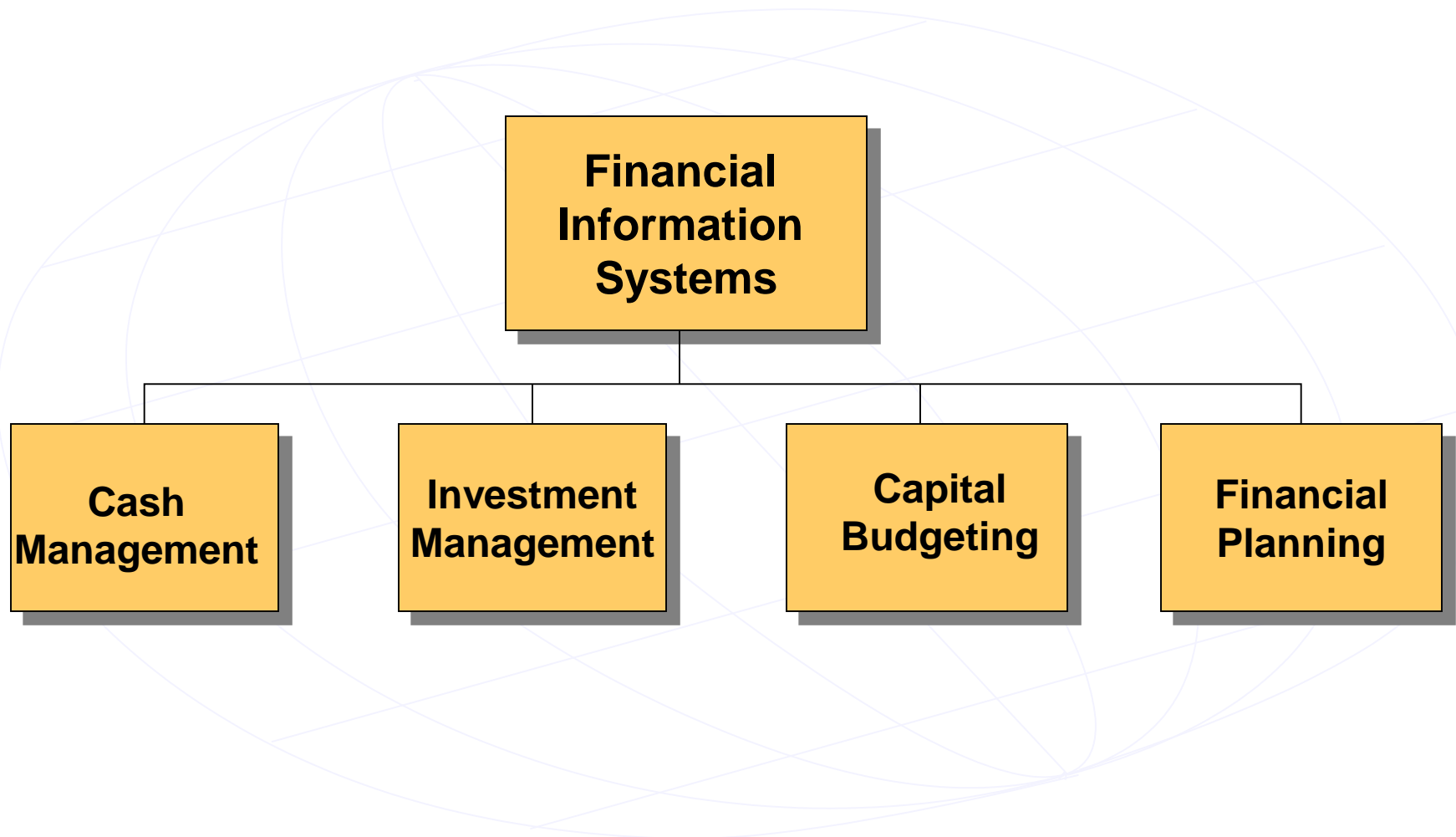
Human Resource Management



Accounting Information Systems



Financial Information Systems



Chapter Summary

- **The e-Business Application Architecture reflects the key e-business applications and their interrelationships.**
- **Cross-functional enterprise applications cross the boundaries of traditional business functions. These systems focus on supporting integrated clusters of business processes.**
- **Supply Chain Management relies on information technology and management practices to optimize information and product flows among the processes and business partners within the supply chain.**

Chapter Summary (cont)

- **A transaction processing system is an information system that processes data resulting from the occurrence of business transactions.**
- **Traditional functional business systems support specific business functions including marketing, accounting, finance, production/operations, and human resource management.**
- **Marketing information systems support traditional and e-commerce processes and management of the marketing function.**

Chapter Summary (cont)

- **Computer-based manufacturing systems help a company simplify, automate, and integrate many of the activities needed to quickly produce high-quality products to meet changing customer demands.**
- **Human resource information systems support human resource management in organizations.**
- **Several different types of electronic payment systems are used to support e-commerce transactions.**

Chapter Summary (cont)

- **Because the Internet is not a secure network special security measures must be undertaken to protect sensitive customer information.**