Prenova paradigme celovite informacijske podpore

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Vsebina predstavitve

- **ERP – sinonim celovite informacijske podpore**

- **Nova paradigma celovitosti - Integracija vseh informacijskih virov v poslovni proces**

- **Dobre prakse v nastajanju**

ERP – sinonim celovite informacijske podpore

- **Hrbtenica celovitim poslovnim informacijskim sistemov > 20 let**

- **Zlasti na transakcijski ravni s konsistentnim podatkovnim modelom povezava posla in informatike**

- **Ideja o enem celovitem sistemu enega dobavitelja znotraj podjetja se je le izjemoma uveljavila**

- **Problematika učinkovitosti uvajanja**
  - Pred nastavljene rešitve – prevzem tujega modela
  - Modularno uvajanje – pogosto pomeni koncept povezanih silosov

- **Več svobode in fleksibilnosti paketov povečuje kompleksnost zlasti pri malih in srednjih podjetjih**

Evolucija sobivanja in medsebojnega spodbujanja managerskih pristopov in IKT

avtomatizacija > parcialne aplikacije > podpora poslovnim funkcijam > povezovanje po linijski strukturi (posledica vertikalnega obvladovanje virov)

k

usmerjenosti v kupca > spoznanje da vrednost za kupca nastaja v horizontalnih procesih > koncepti vitkosti > procesni pristop > povezljivost > mobilnost

Nova paradigma celovitosti

- **Izhodišče v modelu poslovnih procesov za uresničitev strateških usmeritev**

- **Model procesov ni zgolj grafični prikaz logike poslovanja ampak prikaz dejanskega izvajanja poslovnih procesov**

- **Obvladovano (sledljivo) izvajanje spreminjajočih se in variantnih procesov na podlagi sprejetih poslovnih pravil**

- **Obvladovanje čedalje večjih količin nestrukturiranih podatkov**

- **Povezljivost vseh informacijskih virov na poslovni proces ne glede na trenutno lokacijo in vrsto naprav**

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PARTNER TEAM
management consulting

Celovita informacijska podpora

Odločanje
Upravljanje

Analiza
Planiranje
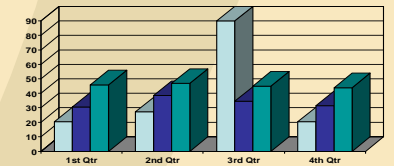Prognoziranje

Transakcijsko
procesiranje

STRATEŠKA

TAKTIČNA

OPERATIVNA

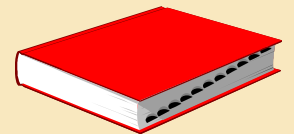ZNANJE

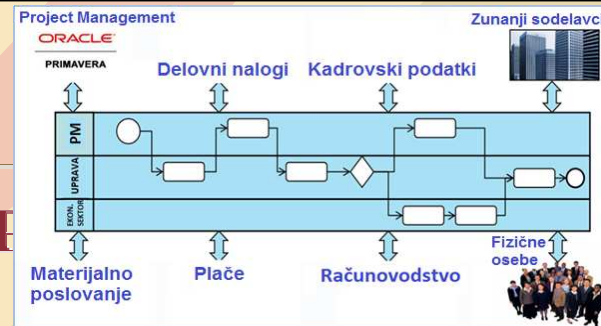INFORMACIJE

PODATKI

Business Case: Expanding ERP with ECM in Societate Generale Splitska Banka

- **Installed ERPs:**
  - Microsoft Navision: General Ledger, Financial
  - Delta-Bank : CORE Banking System by Sopra Group
  - BASSX2: Loan Administration Module

- **Business need:**
  - Expand functionalities of ERPs to support automatization of supportive but frequent business processes: loan requests administration
    - Provide fast generation of new loan products for end customers
    - Integration with Point Of Sales which are not Banks (Car Dealers)
    - Manage lots of documents which are generated outside of ERP Systems (loan documentation)
    - Monitor loan request process (users, transactions,…) in real time

Business Case: Expanding ERP with ECM in Societate Generale Splitska Banka

- **Problems:**
  - Loan request process is frequently changing (new laws, new regulating requests from National Bank,...)
  - Some of ERP systems are Legacy (AS400)
  - Licensing Point of Sale Users (>1000)
  - Implementation time: 4 months

- **Solution:**
  - Install ECM System in front of ERPs and use standard BPEL process server
  - Develop business processes in BPMN notation that integrates all parts of loan request process (request form, scoring, checking user in existing Legacy and other systems, transactions, auto-generation of documents, reports,...)
  - Develop Web User Interface for Point of Sale Users (central system administration – no licensing problem)
  - Use Document Management functionalities of ECM System to handle existing and new documentation

Point of Sale

ABIT ECM
IT podrška Vašem uspjehu

NAVISION

General Ledger, Financials

Delta

CORE Banking System

Loan Administration module

Integration with CORE Banking System

- Some of data is transfered into CORE banking system

- Some of data is retrieved from CORE banking system

Integration with ERP System
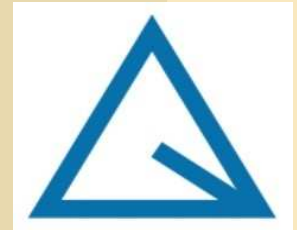
- Some of data is exchanged with BASSX2 Loan Administration Module

- Some of data is exchanged with Microsoft Navision

Business Case: Expanding ERP with ECM in Societate Generale Splitska Banka

- **Benefits:**
  - Point of Sales (Car Dealers) are directly integrated in business process of Loan request administration
    - Car buyers do not need to go to Bank for getting loans (**One Stop Shop**)
    - Same process is used for internal bank users (BackOffice)
  - Minor changes in ERP systems (few interfaces)
  - Fast integration (Web based, BPMN on BPEL server, Web Services, ESB, ...)
  - Fast adaptation of future changes (BPEL processes are versionable)
  - Great User Experience (all tasks are Workflow wizard based in Web 2.0 paradigm)
    - Web GUI for Legacy transactions
  - Handling lots of documents, fast search (Full Text) – faster work performance
  - Platform for future extends – new business processes can be easily implemented
  - Real-time reports – fast reactions and escalations
  - Low cost – fast ROI

Zaključek

- Novi pristopi lahko bistveno prispevajo k učinkovitejšem in bolj racionalnem uvajanju sprememb v informacijsko podporo poslovanju ter s tem v uspešnost in učinkovitost poslovnih procesov.

- ERP sistemi so še vedno pomemben, vendar ne več edini oz. zadostni odgovor na problematiko zagotavljanja celovite informacijske podpore.

- Povračilo investicij integracije ERP in ECM sistemov je boljše ali veliko boljše kot pri drugih projektih integracije informacijskih tehnologij.