



Seat No. : \_\_\_\_\_

# DE-107

December-2025

M.Sc. (CA & IT), Sem.-VII

## ERP (Enterprise Resource and Planning)

Time : 2:30 Hours]

[Max. Marks : 70

1. (A) Answer the following : (Any 2) 10
- (1) Explain the evolution of ERP systems from traditional legacy systems to modern digital ERP platforms.
  - (2) Describe how ERP integrates with GIS. Explain any two real-life applications of GIS mentioned in the content.
  - (3) Discuss any five critical success factors for successful ERP implementation.
  - (4) List any four leading ERP vendors and one niche ERP. Write one strength of each.
- (B) Explain the challenges faced by traditional organizations before ERP implementation. Explain how having separate, unconnected departments caused delays, mistakes and inefficiencies. 4
2. Answer the following : (Any 2) 14
- (1) What is Customer Relationship Management (CRM) in ERP ? Explain how CRM helps in improving customer service and marketing.
  - (2) Explain the Big Bang ERP implementation approach. Discuss its benefits and risks with suitable examples.
  - (3) Describe the role of the Human Resource Management (HRM) module in ERP. How does it support the employee lifecycle from recruitment to retirement ?
  - (4) Describe SaaS, PaaS and IaaS with simple examples. How are they used in ERP deployment ?
3. Answer the following : (Any 2) 14
- (1) Discuss the role of change management in ERP implementation. Why do employees resist change and how can organizations reduce this resistance ?
  - (2) A company is setting up an ERP project team. Suggest the key members and their roles to ensure smooth implementation.
  - (3) Why is training important when a company starts using a new ERP system ? How does proper training help employees use the system correctly and make fewer mistakes ?
  - (4) What is the ERP Implementation Life Cycle ? Explain how each stage helps ensure a successful ERP project.

4. (A) Answer the following : (Any 2) 10
- (1) Explain Public Cloud ERP, Private Cloud ERP and Hybrid ERP.
  - (2) What is Cloud-Native ERP ? Explain its key features.
  - (3) List any three types of risks involved in an ERP project and briefly describe three mitigation strategies to reduce these risks.
  - (4) How does ERP integration with digital supply chains help in reducing delays and improving customer satisfaction ?
- (B) **Case Study :** 4
- FreshCart is an online grocery store. They face problems like wrong stock shown on the website, slow order processing and difficulty tracking deliveries. FreshCart faces risks such as data mistakes and employee resistance during ERP implementation.
- To solve these problems, FreshCart connects ERP with their website and supply chain. They moved to a cloud-based ERP for faster and easier use. The company also uses AI to predict customer demand and Green ERP to reduce waste.
- Answer the following questions :**
- (1) Name one risk identified during FreshCart's ERP implementation.
  - (2) What is the purpose of Green ERP for FreshCart ?
  - (3) Why did FreshCart choose to move to a cloud-based ERP ?
  - (4) What technology does FreshCart use to forecast customer demand ?
5. (A) Answer the following : (Any 2) 10
- (1) Explain any five best practices of ERP maintenance.
  - (2) Explain In-Memory Technology in ERP. How does it improve system speed and performance ?
  - (3) What is Mobile ERP ? Explain any four benefits of mobile ERP for business operations.
  - (4) Explain how ERP improved operations in Tata Steel after implementation.
- (B) Name any two In-Memory Computing technologies used in ERP and name any two Business Analytics (BA) tools commonly integrated with ERP. 4
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