

INTERNSHIP REPORT ON

“Introducing, Benefits & Challenges of *SAP BUSINESS ONE* Solution for Small & Mid-Sized business ventures in Bangladesh by *Kabeer Consulting Inc.*”

Academic Program: Bachelor of Business Administration (BBA)

Semester: Summer 2017

Submitted to

Mr. Feihan Ahsan

Lecturer,
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Prepared by

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Date of submission: 28 May, 2017

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Letter of Transmittal

Date: May 28, 2017

To: **The Intern Supervisor**

Mr. Feihan Ahsan
Lecturer,
BRAC Business School,
BRAC University,
Dhaka, Bangladesh

Subject: **Submission of Internship Report.**

Dear Sir,

This is a great pleasure for me to submit the internship report, which is a partial requirement for completing the degree of BBA Program curriculum. It is a great achievement to work under your active supervision. I would like to take this opportunity to thank you for the guidance and support which you have provided me during my internship period.

My organization is ***Kabeer Consulting Bangladesh Limited*** and I have prepared my internship report on “*Introducing, Benefits & Challenges of SAP BUSINESS ONE Solution for Small & Mid-Sized business ventures in Bangladesh by Kabeer Consulting Inc.*”. The analysis in the report is based on the data and information found during my internship period. There are few limitations due to lack of time and other reasons, but I have tried my level best to make it as correct as possible and I have tried my best to gather related information from all available sources.

Yours sincerely,

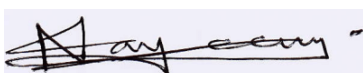


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DECLARATION OF STUDENT

This is to notify that this report ***“Introducing, Benefits & Challenges of SAP BUSINESS ONE Solution for Small & Mid-Sized business ventures in Bangladesh by Kabeer Consulting Inc.”*** has been prepared as a part of my internship formalities. It is a compulsory part of my Bachelor of Business Administration (BBA) program to submit an internship report. Moreover, I was inspired and instructed by my supervisor **Mr. Feihan Ahsan**, Lecturer, BRAC Business School, BRAC University, Dhaka.



.....
Md. Abu Nayeem Chowdhury

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ACKNOWLEDGEMENT

I would like to express my deep gratitude to all those who have been helpful in the preparation of this internship report. It certainly would not have been possible without the help of many people and I would like to acknowledge my pleasure to all those who had helped me during this entire process.

At the very beginning I would like to express my deepest gratitude to Almighty Allah for giving me the strength and the composure to finish the task. Internship report is an essential part of the BBA program and to complete the process that I have got opportunity to work in world renowned consulting firm on SAP & ERP's local office **Kabeer Consulting Bangladesh Limited**, 70, Green Road, Fattah Plaza (8th & 9th Level), Dhaka, Bangladesh.

It is a great pleasure to prepare internship report on ***“Introducing, Benefits & Challenges of SAP BUSINESS ONE Solution for Small & Mid-Sized business ventures in Bangladesh by Kabeer Consulting Inc.”***. On this manner I would like to express my deepest gratitude to my honorable academic supervisor, Mr. Feihan Ahsan, Lecturer, BRAC Business School, BRAC University for permitted and guiding me to prepare the report.

I want to thank my organizational supervisor *Ms. Rezwana Khan, Director & COO of Kabeer Consulting Bangladesh Limited*; for permitting me to work at there. Moreover, I would like to express my thanks to Marketing & Operation division of *Kabeer Consulting Bangladesh Limited* for providing valuable information, especially, Mr. Reefat Siddiqui, Assistant Manager, Sales & Marketing and Ms. Sarmin Akter, Sr. System Analyst.

In addition, I would like to thank all of the employees and responsible persons of *Kabeer Consulting Bangladesh Limited* for providing me necessary support whenever I required. Without their contribution, it would not have been possible for me to conduct this project work. Lastly, I am also thankful to my family members, all my classmates, well-wishers as well.

EXECUTIVE SUMMARY

Enterprise Resource Planning (ERP) system has been one of the most popular business management information systems, providing benefits of real-time capabilities and seamless communication for business in large/medium/small sized organizations. For the Bangladesh market SAP Business One ERP solution is very suitable on the basis of cost, implementation, workability, efficiency, profitability as well as a solid road map for organizational growth.

This report is particularly focused on the introducing SAP Business One ERP solution and its overall benefits as well as the challenges for the Bangladeshi market. Many companies have already implemented SAP Business One but few of them are running successful due to choose SAP consultant carefully. Kabeer Consulting Inc. is one of the renowned U.S. based ERP Consultant and they operating their business in Bangladesh with the association of country's leading ICT solution provider named Star Computer Systems Limited (SCSL), as Kabeer Consulting Bangladesh Limited.

Kabeer Consulting Bangladesh Limited has experienced and dynamic SAP and ERP consultant with the vision to implement successfully SAP Business One for Bangladeshi ventures as maximum ventures is not capable to take SAP R/3 (for large corporation). In a word, SAP Business One is the most suitable and future proof ERP solution for Bangladeshi companies. Here, I tried to discuss this facts on it and made some findings to resolve.

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CHAPTER: 1

**BACKGROUND OF
THE REPORT**

1. Background of the Report

During my internship at **Kabeer Consulting Bangladesh Limited**, I got the opportunity to know about world renowned ERP Software, entitled, **SAP**. Besides, Kabeer Consulting Bangladesh Limited is the joint venture of country's leading ICT Solution **Star Computer Systems Limited (SCSL)** and US based well known ERP solution provider & consulting firm, named **Kabeer Consulting Inc.**

I heard that Kabeer Consulting BD brought SAP Software system including implementation and consultation in Bangladesh premises. I came to know in MIS371 (Management Information System) course that SAP is the leader of the ERP industry in the world, where 70% of first-world economy is depends on SAP completely. Few Bangladeshi large companies have already implement SAP and few are on implementation stages. Kabeer Consulting BD have already implement SAP Business One Product in some local and multinational companies located in Bangladesh premises.

For the Bangladeshi market the SAP Business One is the most suitable, affordable, flexible development and fully future proof software system that would allow the companies to provide better services, defend the position, analyze the competitors and provide other benefits. Besides, the implementation of SAP software is quite interesting and it does not take place often. That is why, I thought that it would be quite interesting if I did a report on “Introducing, Benefits & Challenges of SAP BUSINESS ONE Solution for Small & Mid-Sized business ventures in Bangladesh by Kabeer Consulting Inc.” and would give me an insight. This report is an essential part of my internship and I have tried my best to gather all the direct and indirect data in order to deliver a comprehensive overview. I have put my level best efforts to be able to focus strongly on this topic so that the introduction, benefits & challenges of SAP Business One Solution for Small & Mid-Sized business ventures in Bangladesh could be clear to us. I am thankful to my academic supervisor for permitting me the work on this topic.

1.1 Objectives of the Report

The report has comprehensive and specific objectives to follow.

Main Objective:

The comprehensive objective of the report is to find and describe the Introducing, Benefits & Challenges of SAP BUSINESS ONE Solution for Small & Mid-Sized business ventures in Bangladesh by Kabeer Consulting Inc. Because SAP Business One is the only software system for the solid road map and fully future proof model of ERP industry we want to know about it for our country's perspective.

Specific Objectives:

Besides the main objective, the internship project has some specific objectives, which are given in the following:

- ✓ To know about the SAP Business One detailed
- ✓ To find out the, “why SAP Business One is suitable for Bangladesh market”
- ✓ To know the benefit & shortcomings of implementing the SAP Business One system in Bangladesh.

1.2 Scope of the Report

This report is solely made for the academic reason and to satisfy the necessity for the internship. This report has secured the immediate and backhanded parts of SAP Business One software framework, including the introduction to the Bangladeshi market, advantages, and shortcomings. Moreover, the report is focused only on SAP Business One implementation by Kabeer Consulting Bangladesh Limited for the Bangladeshi ventures.

1.3 Methodology

For this report, information has been assembled from both primary and secondary sources.

Primary Sources:

For primary data, several face-to-face interviews have been conducted with officials from different departments. Information provided by them has been very important for this report.

- 1 Mr. Dilip Sadh, President, Kabeer Consulting Inc.
- 2 Mr. LD Sharma, Vice President, Kabeer Consulting Inc.
- 3 Ms. Rezwana Khan, Director & COO, Kabir Consulting Bangladesh Limited
- 4 Ms. Aamrita Chouhan, SAP Functional Consultant, Kabeer InfoTech (India) PVT. Ltd.
- 5 Mr. Sam Sing, Sr. Manager, Marketing & Sales, Kabeer InfoTech (India) PVT. Ltd.
- 6 Ms. Sarmin Akter, SAP Sr. Analyst, Kabeer Consulting Bangladesh Limited.
- 7 Mr. Reefat Siddiqui, Asst. Manager, Sales & Marketing, Kabeer Consulting Bangladesh Limited
- 8 Mr. Faruk Hossain, SAP System Engineer, Kabeer Consulting Bangladesh Limited

Secondary Sources:

To comprehend SAP Business One software framework, the information has been gathered from the web and distinctive articles, and their sources have been given in the references part.

1.5 Limitations of the Report

While collecting data, analyzing and representing them I have confronted a few constraints. In any case, notwithstanding the confinements, I have made a decent attempt to set up an extensive and rather intriguing report. The general constraints of the report are specified below:

- ✓ Some statistical and qualitative data that were needed to give in the report but I couldn't able to attached due to lack of time constrain.
- ✓ I had difficulties in meeting and gathering information from the operational team, whom were very important to collect data regarding SAP Business One.
- ✓ As I was not an intern for all departments, I could not able to take interview with the other people of Kabeer Consulting Bangladesh Limited except Operation team and Business Development team.
- ✓ Because of organizational confidentiality, I could not disclose much information in this report.

CHAPTER 02
THE ORGANIZATION &
IT's PRODUCT &
SERVICES

2. The Organization: Introduction

Kabeer Consulting Inc. which is driven by innovation, rapidly growing consulting company that specializes in offering **SAP & Microsoft Dynamics ERP** based Consulting Services. Kabeer InfoTech Systems (India) PVT. Ltd. is the Indian arm of the Kabeer Consulting Inc. The company's focus is on delivering excellent business value and Return on Investment (ROI) by implementing the optimal SAP & Microsoft Dynamics ERP based solutions with best implementation and methodology and utilizing the leading business practices.

Kabeer believes there are three important aspects of consulting: People, Process and Technology. The most important aspect of any successful consulting business in today's ever-changing industry is creative and innovative human resources, which is what the company has successfully established. Integrated business solutions consultancy, specializing in implementation and support for SAP & Microsoft Dynamics ERP business solutions.

The software and service solutions include SAP & Microsoft Dynamics ERP, SAP R/3, SAP EWM, SAP GTS, SAP Business One and add-on software solutions including manufacturing, textile, education, retailing, wholesales all domain. Kabeer's combined experience includes owner-managed business, consulting services firms. Whatever the client's field, Kabeer consultants can enhance their business productivity.

Kabeer has taken their experience from big business and applied it to system implementation projects in both small and large organizations. They have found that buying a new business management software system is more than just installing the software, it also involves helping the clients to better organize how the business has been run so that the clients can be more efficient with the new software.

Kabeer takes the time and care to ensure the clients business runs better and the resources in the clients company understand and like to use the new software! Kabeer Consulting Inc. started in the United States and has international organizations that network with to bring global services and

solutions to our customers.

Kabeer is a professionally managed software service / development house focused on developing world class solutions in enterprise business applications areas. With the dynamic & skilled young professionals along with qualified consultants, Kabeer is a combined experience of over 25 years around the world IT & ERP industry.

In India, Kabeer InfoTech (India) PVT. Ltd is focused on providing Business Consulting, licensing & Implementation services for SAP R/3, SAP EWM, SAP GTS and SAP Business One. Besides, Kabeer InfoTech (India) PVT. Ltd. is responsible of supervise the local offices of SAARC & ASIAN region.

The major global deliveries of Kabeer's are:

1. USA – Head Office
2. China
3. India
4. Switzerland
5. Argentina
6. Singapore
7. Bangladesh
8. Sri Lanka
9. Cameroon
10. Nigeria
11. Malaysia
12. Kenya
13. Philippines
14. UAE
15. Qatar
16. Egypt
17. Vietnam

Our Services

Technology

Enterprise
Implementation

ERP
Application support

World class
Staffing Services

Training

Corporate Training / Training content development & delivery

Consulting

Transformation
Consulting

Customer
Relationship
Management

Supply Chain
Management

Finance
Transformation

Our Team & Focus

Kabeer Consulting Inc. is having more than 300 resources across the world with a full set of complementary skills to complete a task or project.

Team members

- Operate with a high degree of interdependence
- Accountable for the collective performance
- Work toward a common goal

SAP Focus

Dedicated SAP & Consulting resources worldwide.

2.1 Introducing Kabeer Consulting Bangladesh Limited

In association with Star Computer Systems Limited (SCSL), Kabeer Consulting Inc. is running their operation in Bangladesh as “**Kabeer Consulting Bangladesh Limited**”. A complete dedicated and skilled team is working under the guidance of *Ms. Rezwana Khan*, Director & COO of Kabeer Consulting Bangladesh Limited, who is 13 years of long experienced as ERP Consultant. Kabeer Bangladesh is having an experience of Enterprise Application deployment experience can support all aspects of design and implementation from Business Analysis, Configuration, Integration, Testing & Server Administration on SAP Business One Applications.

- Largest SAP consulting practice over 300 SAP consultants worldwide
- Pre - Implementation Consulting
- Implementation Services
- Post - Implementation Services: Post Production Support - Kabeer Consulting Bangladesh Limited offers postproduction support services to help customer support and maintain SAP Business One applications in following areas.
 - Application & Database Administration
 - User Administration
 - Application Integration
 - Application Upgrade
 - Application Interfaces
 - Supporting users with technical problems
 - Supporting users with usability issues
 - Remote client administration
 - Data Conversions
 - Application Extensions
 - Report Development
 - Application Audit
 - Problem Solving (Functional & Technical)

2.2 JV: About Star Computer Systems Limited (SCSL)

Star Computer Systems Limited (SCSL) is one of the leading ICT solutions and services providers in Bangladesh having **CMMi level 3** appraisal and **ISO 9001:2008** certification. Their Business Application Development services help clients concentrate on evolving business and technology challenges by defining, designing and building applications adapted to meet the clients business requirements.

SCSL implements best practices like BOOT, JV, Turnkey and SaaS model for its projects.

SCSL develops in windows, web and mobile platforms for better accessibility and user friendliness of the user end. SCSL works with ERP, HRM, e-Commerce, e-Governance Application, Web Portal development and implementation in an enterprise scale.

SCSL marks success for the strongest product line the "ERP OPTIMA" providing a stellar Enterprise Planning Solution. Their consultancy services have provided solutions for Capacity Development of Bangladesh and other Ministries of Government of Bangladesh.

The SCSL takes a great pleasure introducing themselves as the pioneer of ICT solutions and services provider in Bangladesh since 1991, with the business philosophy of Innovation, Integration and Differentiation, where they thrive to innovate new ideas, integrate them into the business and let their clients differentiate the values. They are the authorized distributor of ZWCAD of ZWCAD Software Co. Ltd.

They provide software development services both for the government and commercial sectors to help increase productivity and reduce operating expenses. SCSL serves the Large and Medium sized Enterprises of

- Manufacturing
- Textile & Garments
- Construction/Projects/Engineering/Real Estate
- Non-Profit (International organizations, NGOs, Donors),
- National/Local Government
- Retail

Being the first ISO certified Bangladeshi company from the IT industry, SCSL does not work for IT, and rather they make the IT work for the business by reducing the total Cost of Ownership to make the entrepreneurs ROI significantly higher.

SCSL has gained outstanding recognitions not only in Bangladesh but in abroad, in the field of e-commerce with its' web portals ranging from job portals (i.e. <http://www.prothom-alojobs.com/>) to health services (i.e. <http://www.locumcalendar.com/>).

SCSL's capacity in Network Establishment is proven through establishment of the entire network infrastructure Setup and Solution of Rural Development Academy (RDA) Bogura, Bangladesh Academy for Rural Development (BARD) Comilla, and National Institute for Local Government (NILG) Dhaka.

They have been able to make their marks of success already for their strongest product line the 'ERP OPTIMA™' providing the best Enterprise Planning Solution in the Country. The consultancy services have already taken challenges for Capacity Development of Bangladesh and other different Ministries of Government of Bangladesh.

SCSL (Star Computer System Limited) started its journey of Training back in year 1999 as only franchise of TULEC (Training wing of Tata Infotech Limited, India) and TSP (Training Service Provider) of IDB-BISEW IT SCHOLARSHIP PROJECT Bangladesh. SCSL has successfully trained and developed more than Six Thousand of skilled IT professionals as of now, who are proudly serving the industries in Bangladesh and abroad as well.

Vision

“Define your business and complete your requirement with our solutions on demand.”

Mission

“SCSL is a process and performance driven company who accentuates on metrics to continual improvement. We empower your business with our creative, up to date & on demand solutions”

Certifications



CMMI DEV/3
Exp. 2018-05-21 / Appraisal #24405



ISO 9001:2008



TGA TRÄGERGEMEINSCHAFT FÜR ANKREDDITIERUNG
GERMAN ASSOCIATION FOR ACCREDITATION GMBH
TGA-234-02-06-00

CMMI level 3:

for

Software Department

ISO 9001:2008

for

HR, Purchase, Store, Training,
Management Representative
(MR)

Most important strengths and core competencies

- Quick understanding and documenting business requirements in a way that facilitates solution design.
- Choosing tools that solve today's problems and anticipate tomorrow's need.
- Appropriate development processes with continual improvements.
- Managing large, low cost, off-side and on-shore developments & implementations.

SCSL combines of functional, technological, engineering and process excellence resulting in long standing customer relationships. Greater automation, agility and innovation are crucial to deliver high quality products that are relevant and timely. Whilst rapidly evolving technologies, standards in the Industries and end-user expectations, are driving complexity in product features and delivery models, we engage with customers at every step of the product engineering process, to help converting complex product vision into tangible designs that are scalable and successful. Our IP-led solutions, accelerators and frameworks empower us to rapidly deliver world-class solutions.

SCSL has a high degree of competence and expertise in Microsoft/Open Source technologies with qualified experienced team of MCAD (Microsoft Certified Application Developers), MCSA (Microsoft Certified System Administrator), MCSD (Microsoft Certified Solutions Developers), MCDBA (Microsoft Certified Database Administrator), Zend certified, CF Certified, **Auto CAD certified, 3D Max certified and Revit Architecture professionals.** Our in-house specialists are coded with a standard set of tools and procedures to ensure we deliver the innovative business solutions consistently, rigorously and effectively.

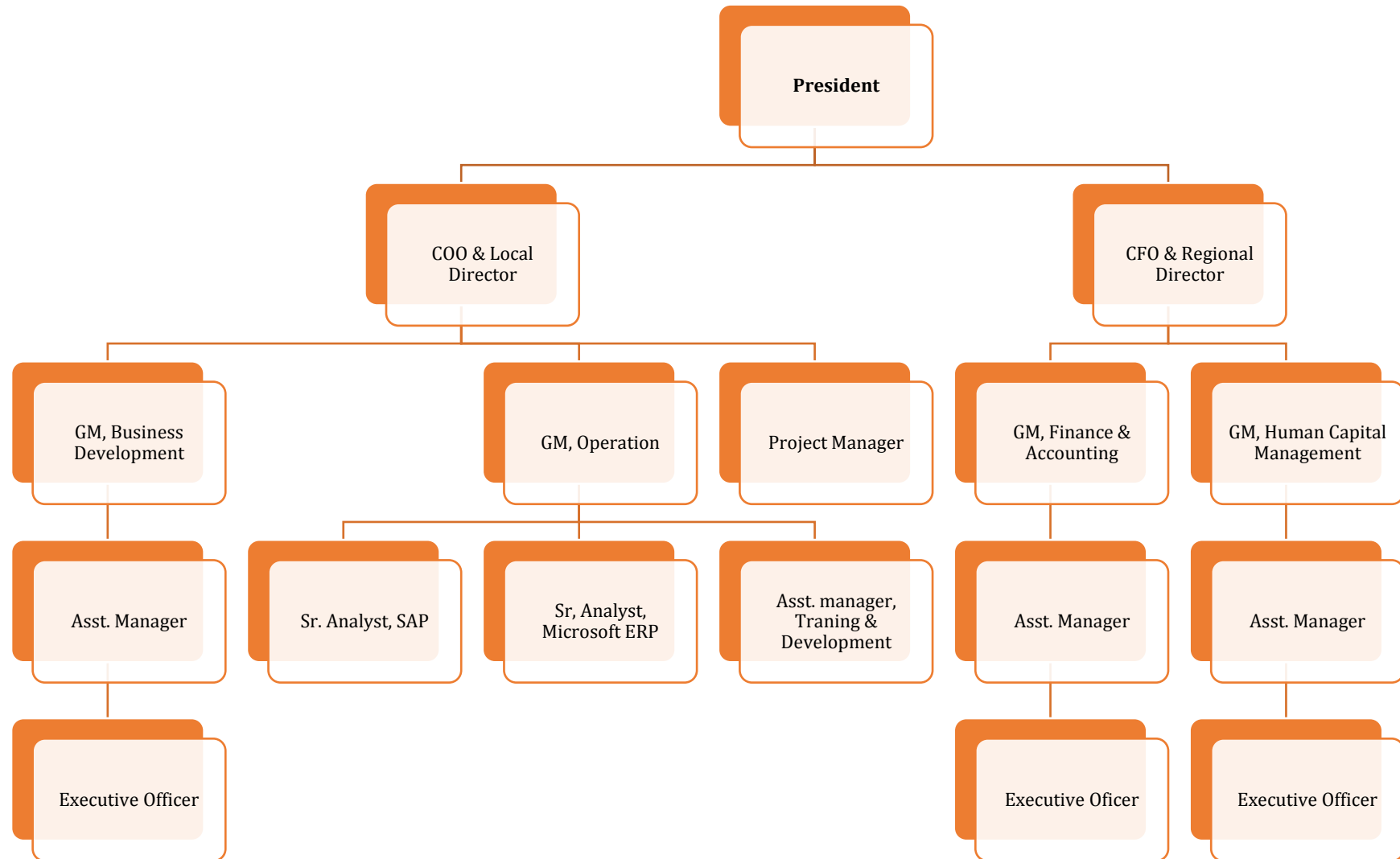
Multimedia products are designed and delivered by our 2D/3D artists, engineers, creative designers, script writer and the project managers are there to support & develop the products/solution meeting deadlines. Good interpersonal and networking skills are one of our important precepts that we cherish to augment day by day.

Track Records

We have helped our customers launching 300+ successful products/ projects globally, through our superior program management and engineering.

- Delivered 300+ projects spanning servers and tools, collaboration, operating systems, online services and cloud computing for the world's largest software vendor.
- Achieved 40% reduction in price comparison inquiry, through performance benchmarking and optimization
- Delivered 60+ releases on time, across platforms, technologies and engagement models.

2.3 Organogram for Kabeer Consulting Bangladesh Ltd.



2.4 Products/service Offerings

Introduction to Software Principal Company – SAP



SAP's unique ecosystem spans 140,000 installations in more than 120 countries and in 37 languages. And with 185,000 certified partner employees, 77 trainings centers, 7 global support centers, 10 custom development centers, and genuine 24/7 support, SAP truly makes a difference in helping our customers to optimize their organizational and IT performance and drive their business and IT success.

With subsidiaries in more than 50 countries, the company is listed on several exchanges, including the NYSE under the symbol "SAP."

SAP's Strategy for Growth

SAP growth strategy seeks to strengthen SAP's market leadership. The convergence of market trends in mobility, Big Data, cloud computing, and social networking presents significant opportunity for SAP to deliver business value through innovation. Compared to 2010, SAP is doubling the addressable market for 2015 by focusing on five market categories:

Applications



SAP's customers expect great applications that generate business value for lines of business more than 50 industries. With the SAP Business Suite, SAP is the undisputed market leader in business applications and ERP. SAP continue to innovate and grow these industry-specific and line-of- business focused core applications, while injecting in-memory innovation, improving the end-user experience, and lowering TCO. At the same time, SAP have extended maintenance for the SAP Business Suite to 2020, an extraordinarily longstanding commitment to our customers.



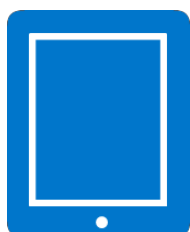
Analytics

As the global market leader in analytics², SAP continue to augment the portfolio of analytics solutions with the power of in-memory technology. With SAP's analytics solutions, user can deliver real-time knowledge of the organization, via compelling and interactive visuals, to the right people, at the right time, on any device. Users can collaborate, make decisions with confidence, anticipate what's ahead and act boldly – balancing risk and opportunity. With SAP HANA, you can exploit opportunities faster than ever before. In addition, with Cloud based solutions, user can speed deployment and lower TCO.



Database and Technology

With market-share growth of 44% year over year, SAP is now the fastest growing RDBMS provider in the market. SAP has created a comprehensive family of databases and database solutions with technology innovations that address the challenges of departmental data marts and large multi-terabyte data warehouses. Organizations of all sizes from any line of business or industry can quickly deploy SAP database and technology solutions in any way they choose, including on-demand, on-premise, and on-device. At the foundation of our technology strategy is SAP HANA, a revolutionary in-memory computing platform for real-time business analysis and reporting.



Mobility

SAP is the global market leader in mobility solutions. SAP continue to drive the unwiring of the enterprise and improve the consumption of enterprise data and applications. SAP's customers benefit by having the freedom to operate anytime, anywhere, on any device with mobile apps that ease access to enterprise processes and information. IT units and partners can create new or mobilize existing apps with the Sybase Unwired Platform. SAP continue to help the customers manage mobile devices, and develop and deploy mobile applications to reach their employees and end consumers. SAP delivered 50 mobile apps by the end of 2011 with partners adding several hundred more. SAP will

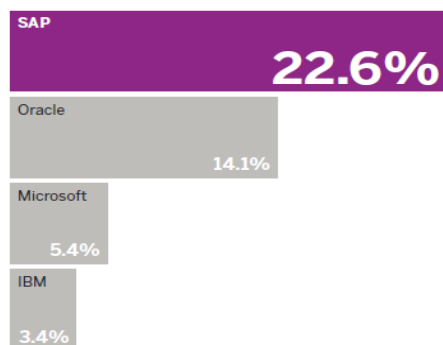
Top 10

- 1 Leadership
- 2 Innovation
- 3 Industries
- 4 Analytics
- 5 Mobility
- 6 Real Time
- 7 Value
- 8 Cost
- 9 Support
- 10 Choice

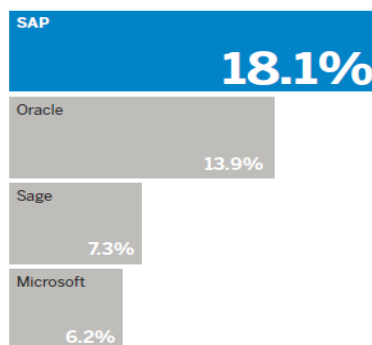
We are the leading provider of enterprise applications.



Total enterprise applications market
Share of market, 2010



Small and medium businesses
Share of market, 2008



SAP serves customers worldwide

120
countries

24
industries

37
languages

75
country offices

1,700+
service partners worldwide

Sources and notes Left: Gartner, Inc., "Market Share: All Software Markets, Worldwide, 2010," G00211976 (Enterprise Resource Planning, Business Intelligence, Customer Relationship Management, Supply Chain Management); Middle: SAP analysis of third-party market data, Right: SAP Internal, as of May 2011

continue to innovate in this important area of growth.

Top 10

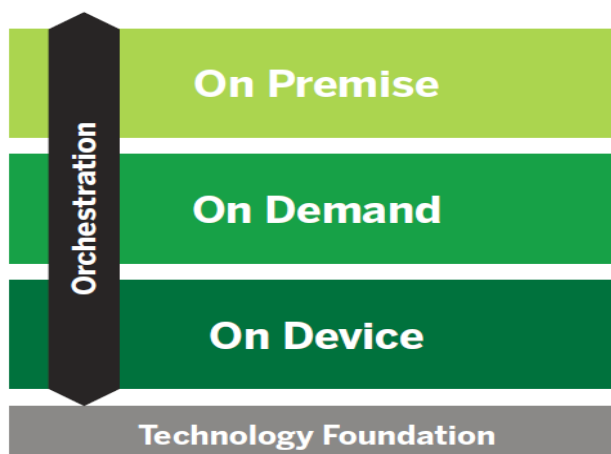
- 1 Leadership
- 2 Innovation
- 3 Industries
- 4 Analytics
- 5 Mobility
- 6 Real Time
- 7 Value
- 8 Cost
- 9 Support
- 10 Choice

We offer your business innovation without disruption.

Our integrated solutions provide innovative results

Our unique approach provides consistency across all on-premise, on-demand, and on-device applications, designing and orchestrating them to fit together as "networked solutions."

Our product strategy leverages in-memory, cloud, and mobile technologies in a way that builds on our existing application platform, helping to minimize disruption for our customers.



How we deliver innovation

We build
An industry leader in R&D investment*

Custom development for customers



We integrate
Acquire companies that deliver innovation, not legacy technology



We partner
Co-innovating new solutions and technologies with customers and partners



Source SAP analysis of public financial statements, based on three-year average R&D as percent of revenue

Top 10

1 Leadership

2 Innovation

3 Industries

4 Analytics

5 Mobility

6 Real Time

7 Value

8 Cost

9 Support

10 Choice

Our market-leading mobile solutions will unwire your enterprise.

Enterprise Mobility



Device management

Recognized revenue leader in mobile device management enterprise



Messaging

1.5 billion SMS and MMS messages processed daily
4.5 billion subscribers
900 mobile carriers



Application platform

Best-selling mobile enterprise application platform among enterprise application providers

We are the proven market leader in mobility solutions

20,000

Enterprise mobility customers

85%

share of Fortune 100 enterprise mobility customers

44 99

As a combined entity, SAP and Sybase possess a unique position in the enterprise mobility market, with the ability to offer analytics-enabled **infrastructure**, a leading mobile enterprise **applications platform**, mobile **device management** and security, and mobile applications across **multiple device types**.

IDC Insight "SAP and Sybase: The Promise of Mobility Takes Shape," September 2010

Sources L to R: IDC, "Worldwide Mobile Device Management Enterprise 2010-2014 Forecast and 2009 Vendor Shares," Doc.# 224437, Aug. 2010; Sybase company reports and press releases, Sybase 10-K 2009; SAP analysis of third-party market data

CHAPTER 03

INTERNSHIP PROJECT EXPERIENCES

3. INTERNSHIP PROJECT EXPERIENCES

3.1 Proposed For Bangladeshi Company: SAP Business One:

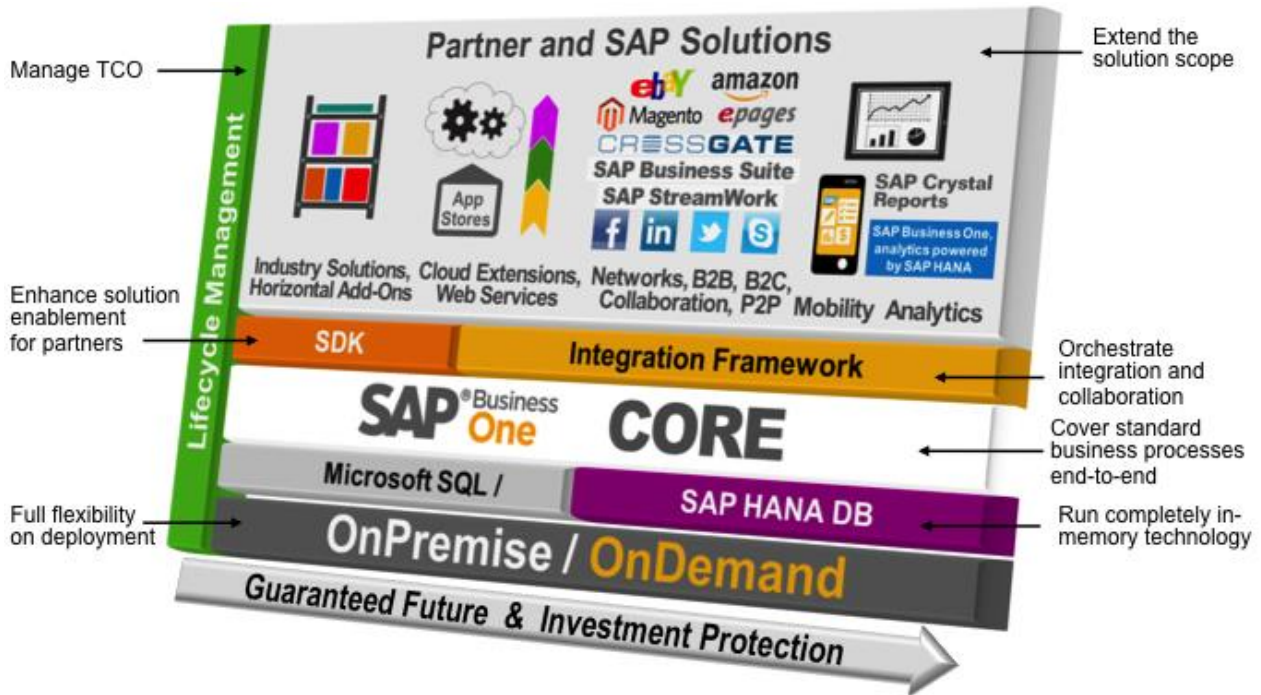
System solution we proposed for Bangladesh Short and Mid-Sized Enterprises is **SAP Business One (SAP B1)** is a fully integrated business solution. Transactions entered into the system immediately update all relevant modules, which creates a real time information system enabling better decision through improved visibility of all transactions and better control of the business. SAP B1 is a powerful, best of breed enterprise wide software application, designed to deliver strong bottom line results for the SMB.

SAP B1 is a comprehensive and versatile business management solution equipped with an easy-to-use interface and serves as the primary enterprise resource planning application. The solution provides all the administrative functions that let you customize and back up data, define currency exchange rates, configure permissions and alerts, and access information from non-SAP software.

SAP B1 is a new generation Supply Chain, ERP and Financial Management and accounting system that delivers enterprise-wide control and integration of all business and financial information essential to strategic decision making and improving the bottom line. Through its rich functionality, powerful online enquiries and versatile reporting ability, SAP B1 provides the ability to interpret accounting and financial information more efficiently than ever before.

SAP B1 has been built using modern leading edge technologies. It incorporates a powerful relational database back-end, to ensure a robust, resilient and highly scalable solution, able to cater for an unlimited number of users. SAP B1 is based on best practice industry standards, and as such can support the major database platforms including Microsoft SQL Server 2000 on the Windows OS Platform.

In the highly competitive field of SMB, SAP B1 has achieved outstanding success to become one of the leading solutions for medium to large organizations. To find out what SAP B1 can do for any SME business – and to learn more about it – visit www.sap.com/smb



3.2 Key Functionality Of SAP Business One:

Financials	Sales	Service	Purchasing	Inventory	Production
- Chart of accounts - Journal entries - Posting templates - Recurring postings - Exchange rates in multiple currencies - Financial reports - Budget mgmt - Cost accounting - Multiple posting periods - Incoming payments - Outgoing payments - Payment run - Bank statement processing - Checks - Credits - Deferred payments - Account reconciliation - DATEV / ELSTER - Fixed Assets - SEPA	- Opportunity and pipeline mgmt - Contact mgmt - Activities mgmt - Calendar - Campaign mgmt - Blanket agreements - Quotations - Purchase orders - Deliveries - Returns - Invoices - Dunning - Price lists in multiple currencies - Special prices - Period and volume discounts - Customer mgmt - Gross profit calculation - Microsoft Office integration	- Service mgmt - Service planning - Tracking across multiple customer interactions - Equipment card handling - Service Dashboards - Service contracts - Mobile Interaction - Recurring transactions - Human resource integration - Knowledge database - Service calendar - Service call processing	- Purchase request - Purchase quotations - Web-enabled RFQ - Purchase orders - Goods receipt POs - Goods returns - A/P Invoice - A/P Reserve Invoice - Down-payment Invoice/Request - Cancel Marketing Documents - A/P credit memos - Landed costs - Intrastat - Import Process - Workflow	- Item mgmt - Item lists - Price lists - Goods receipts - Goods issues - Inventory transactions - Transfers - Serial number mgmt - Batch number mgmt - Pick and pack - Recurring transactions - Inventory Tracking - Bin Location - Multiple Measurements - Inventory Counting	- Bills of material - Item Sets - Production orders - Goods issues - Goods receipts - Production Dashboards - GL Account Determination - Life Cycle mgmt - Item cost calculation - Forecasts - MRP - Drop Ship - Make to order - Order recommendations

Finance

Handles all financial transactions including general ledger, account setup and maintenance, journal entries, foreign currency adjustments, and budgets.

Bank transactions

Takes care of all financial processing such as cash receipts, check writing, deposits, advance payments, credit-card payments, and bank reconciliation.

Controlling

Let's user define profit centers and distribution rules to distribute the costs to these profit centers. User can also generate profit-and-loss reports for each center.

Sales

Helps user create price quotes, enter customer orders, set up deliveries, update stock balances, and manage all invoices and accounts receivables

Purchasing

Manages and maintains supplier transactions such as issuing purchase orders, updating stock numbers, calculating the value of imported items, handling returns and credits, and processing payments.

Integral customer relationship management

Controls all the information on customers, resellers, and suppliers including profiles, contact summaries, account balances, and sales pipeline analysis

Stock control

Handles stock levels, item management, price lists, special price agreements, transfers between warehouses, and stock transactions

Materials requirements planning

Offers a simple yet powerful planning system that helps production planners or buyers schedule and manage items for production or purchasing based on a variety of criteria

Reporting

Creates powerful reports for nearly every aspect of your business including customer and supplier debt, sales, cash flow, customer contact summaries, bookkeeping, warehouse stock, financial statements, pricing, customer activity, and more (via predefined reports or define-it- queries)

Service-cycle management

Optimizes the potential of the service departments, providing support for service operations, service contract management, service planning, tracking of customer interaction activities, customer service, and management of sales opportunities

Employee profiles

Provides staff management functionality including employee details, contact information, and absence reports

MRP	Resources	Project Management	Reports	Administration	
- Period base Forecast Management - Demand base / Forecast base Planning - Order Recommendation	- Resource – Machine and Labour Master Data - Managing capacity of each resource - Setting up daily internal capacity	- Enablement of Internal %& External projects - Define different stages of projects - Planned /Estimated Cost - Enable Of Subprojects - Project Activity - Bill of Quantity definition - Open Issues related to project - Enable to attach soft copy of documents related to projects - Documents details attached to any project - Details of Work Order released for any project - Activities done in any projects	- RG 23A Part I - RG 23A Part II - PLA - Pending C Form - Pending D Form - VAT Return - D/S Comparison - P/L Comparison - Trial Balance Comparison - Purchase Analysis - Sales Analysis - Project Stage Analysis - Open Issues	- Exchange Rate & Indexes - Company Details - General Settings - Posting Periods - General Authorizations - Document Numbering - Document Setting - Print Preference - G/L Opening Balance - Users - User Defaults - Sales Employees / Buyers - Territories - Change Password - GL Account Determination - Account Segmentation - Currencies - Transaction Codes - Default Tax Groups - VAT Tax Determination - Withholding Tax - Tax Declaration Boxes - Countries - Address Formats	- Customer Groups - Vendor Groups - Business Partners Properties - Payment Terms - Banks - House Bank Accounts - Payment Methods - Bank Charges Allocation Codes - Item Groups - Item Properties - Warehouse - Unit of Measure - Customs Groups - Locations - Period End Closing - Approval Process – Stages, Templates, Status and Decision support - Alert Management

3.3 The deliverables of SAP Business One (SAP B1):

- ✓ A fully integrated system with the flexibility to development according to organisational needs.
- ✓ Create different templates for different items or item groups
- ✓ Make contact details and bank account information dynamic so they update according to changes made in SAP
- ✓ Send out dunning letters automatically when a business partner has overdue invoices
- ✓ Language-aware templates that change depending on Business Partner language
- ✓ Create a UDF on a Contact Person and the layout can be completely customized based on each target contact person or contact group in SAP
- ✓ Print and email attached documents
- ✓ A stand-alone Crystal Report can be sent out via e-mail on a scheduled basis
- ✓ When sending out order confirmation the terms and conditions can be attached to the email
- ✓ Send a fax or a text message to the recipient when sending out delivery note
- ✓ Send an automated account balance email/fax/text to all business partners who have an outstanding balance on their account

Complementary solutions

Industry solutions - Cover business needs for industries, such as:	
Automotive	High tech
Chemicals	Industrial machinery and components
Consumer products	Discrete and process manufacturing
Retail	Engineering, construction, and operations
Wholesale distribution	Media
Professional services	Supply chain management
Healthcare	Mill products
Pharmaceuticals	

3.4 Benefits of SAP Business One for Bangladeshi ventures:

We all know the SAP is the world's most tested and running ERP solution that can afford only the giant corporation of the first world. But SAP offers "SAP Business One" version ERP software for Short and Medium-Sized Business, with affordable cost. Thus Bangladeshi companies can use SAP Business One easily. The benefits are listed below.

- ✓ Covers all standard business processes
- ✓ Totally Robust integration and collaboration
- ✓ Improved cost management and defend against the competition
- ✓ Faster response times to market changes and operational events – from shifts in demand to supply chain disruptions – and improved global price maintenance
- ✓ Flexibility to exploit opportunities for growth through mergers and acquisitions, geographic expansion, or new business models or channels
- ✓ Fully integrated standard printing and reporting platform.
- ✓ Powerful visualizations and built-in analytics with SAP Crystal Dashboard Design
- ✓ Reduced inventory cycle times – with corresponding reductions in inventory levels, sell-offs, write-offs, scrap, loss, or supply disruptions
- ✓ Integrated data management from order fulfillment to invoicing and inventory management – resulting in streamlined processes and improved customer experience
- ✓ on-shelf availability and forecast accuracy to capture spontaneous customer demand to improve
- ✓ Save time by automating repetitive tasks
- ✓ Save money by reducing development cost, running costs and maximizing your efficiency
- ✓ Affordable and flexible deployment
- ✓ No ties to the existing SAP partner – take any customizations
- ✓ Fully future proof
- ✓ Mobility solution with Android and iOS devices

3.5 Challenges of SAP Business One

In spite of SAP's significant growth & benefits in the present day, there are a number of challenges that companies may encounter when implementing SAP Business One solution in Bangladesh.

Many expert indicates that SAP implementations have sometimes failed to achieve the organization's targets and preferred outcomes. Much of the research reported that the failure of ERP implementations was not only caused by the SAP software itself, but rather by a high degree of complexity from the massive changes.

There are few challenges that Bangladeshi companies will suffer, when the will be going to implement SAP Business One solution.

Priority	Name
1	Lack of senior manager commitment
2	Ineffective communications with users
3	Insufficient training of end-users
4	Failure to get user support
5	Lack of effective project management methodology
6	Attempts to build bridges to legacy applications
7	Conflicts between user departments
8	Composition of project team members
9	Failure to redesign business process
10	Misunderstanding of change requirements

Table 1-1. Top ten risk factors of ERP risk (Huang et al., 2004)

CHAPTER: 4

RECOMMENDATIONS

4. RECOMMENDATIONS

The SAP Business One software implementation at business, especially in Bangladeshi ventures is a significant step. However to get the proper benefits from SAP Business One it will be important that the employees must be well trained, change management should be smooth, etc. So, based on the information I have received few recommendations. To make the organization more efficient, increase market share, streamline on the business and increase profitability; then I hope these recommendations should be implemented.

- SAP Business One software is a tough system to understand and work with. The employees should be given more training, so they could get familiar with the system.
- Generally at the time of SAP implementation, the employees are faced huge workload and can't concentrate on training. Therefore, employees should be given proper training and only then, they will be able to understand the SAP system and work with it better.
- The trainer must be experienced as well as cooperative and the training module has to be upgrades according to the situation & time needs
- The SAP implementation cost is quite complex, so I strongly recommended that every consulting company should disclose the every hidden cost also, including license cost, annual maintained cost, implementation cost etc.
- As SAP software is almost new in Bangladesh premises, the companies has to be very careful to choose consulting & implementation firm. Because there are so many fraud around here & there.

CHAPTER: 5

CONCLUSION

5. CONCLUSION

SAP implementation is a significant and rare steps for any organization. Though the implementation costs of SAP is quite big for the one time, if properly implemented the benefits are huge also. According to the U.S. business type, SAP Business One ERP Software is the suitable for Small and Mid-Sized Company, who's yearly turnover should be 1 million USD. So in Bangladesh any company who has 7-8 core BDT yearly turnover per year can afford the SAP Business One. Therefore, I personally recommend that every company according to the turnover requirement should have operating their business through SAP Business One ERP software to bring efficiency and profitability.

CHAPTER: 6

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THE END