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Review Article

Critical Success Factors of Cloud ERP in the Enterprise Business

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Abstract: Both crucial success and critical failure factors are included in the current review work. The method relies on creating surveys to collect optional data. It describes the terms that are used to obtain research papers on the ERP deployment in Enterprise Business from databases and scholarly research. In order to enhance the quality of papers, it also includes the consideration and restriction criteria. At that time, a thorough audit of the available papers is conducted to determine the impact of ERP use in Enterprise Business. Important elements are found that determine whether ERP deployments are successful or unsuccessful, as well as how they actually affect Enterprise Business (insert actual success and failure variables here aside from impact). The time span during which research publications have been evaluated limits the scope of the study presented in this paper. One implicit drawback is that it only considers the state of the art in the field of study, without taking into account an empirical investigation. Nevertheless, its findings may prove advantageous, and the directions for future research aid in expanding the field of study. This work advances the body of knowledge regarding the potential benefits and drawbacks of ERP adoption for small and medium-sized enterprises. It uses a secondary data collection strategy to identify important success factors, important failure factors, and their impact. The insights will assist Enterprise Business, Enterprise Business' stakeholders, and ERP service providers in understanding the causes of success or failure and in taking the appropriate action.

Keywords: Digital Technologies, Enterprise Business Application, Enterprise Resource Planning, Internet of Things, Big Data

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1. Introduction

An enterprise application system is a comprehensive software package that complies with the company's overall business model, supports and unifies all of its organizational components and business operations, and links them to both internal business processes and external business processes that link the company to its partners. Modern businesses that rely on electronic business models and are defined by digital technology must have an integrated information system in order to succeed [1]. The organization's internal business activities as well as external business processes directed at business partners are supported by the integrated information system. ERP is the most significant integrated software solution that modern businesses should use as the foundation for their more successful operations. Employees in each organizational division of the company can access a unique database and information integrity is guaranteed via the use of the ERP system. In order to ensure competitiveness in the contemporary market and make appropriate and timely judgments, corporate data must be of a high standard of timeliness, integrity, and quality. The company's business procedures must be improved in order to implement ERP systems [2]. This involves carefully examining current procedures and redesigning them whole or in part to find the most effective approach to

put them into practice and improve process performance metrics. Cost, quality, and speed are a few of them. As ERP systems are developed under the impact of contemporary digital technologies, redesigning business processes and altering entire business models become increasingly more imperative. Small businesses can now employ cutting-edge ERP systems, like cloud and mobile ERP systems, thanks to the digital transformation period, even though using them has decreased the cost of maintaining servers and other essential hardware and software infrastructure [3].

Small and medium-sized businesses have been working hard to stay current with emerging technology advances [4]. It is recognized that distinct departments require more sophisticated technology or applications, such as ERP, for their various functions. Further information is given in the subsections that follow. Enterprise businesses have been essential to the economies of all nations. They make a significant contribution to employment and the national economy. India's Enterprise Business are no different, given their critical strategic role [5]. Contributions include the manufacturing sector's substantial influence and the nation's GDP. They can use their balance of payment accounts to participate in the export promotion. Enterprise Business contribute to the equitable distribution of wealth and income, in contrast to huge enterprises that may cause disparities in wealth and income. Additionally, a growing number of entrepreneurs are seeing opportunities in minor sectors. They may also assist in freeing up limited funds for useful use. Furthermore, Enterprise Business have a low level of risk and can employ a comparatively large workforce when it comes to resources. Enterprise Business essentially fall into two categories. Modern Enterprise Business make up the second category, while traditional cottage businesses including coir, handicrafts, and village industries make up the first. The former is found in rural and semi-urban settings, and it is primarily disorganized. They might require less money and technology, as well as power-operated devices. But they are essential in giving a lot of people in a nation full-time or at least part-time work. These Enterprise Business are able to provide necessary goods that the general public can purchase and even export. The latter, however, have a personnel and investment base that is comparatively larger. Certain small-scale industries will contribute in a particular way. Through technology adoption, modern Enterprise Business take advantage of technological developments. The Indian Enterprise Business have been attempting to increase productivity through the use of technology. Enterprise Business have been adopting technology more recently, which has led to an increase in the use of new technologies. Modern machinery and technology are being used more often in production, particularly in the pharmaceutical industry, to boost productivity. The enterprise resource planning (ERP) as an integrated, cross-functional system that aids in the management of all business processes. Globally, ERP systems are the foundation of many businesses. Recently, research on ERP installations in Enterprise Business has been concentrated. They are determined to be extremely complex and dangerous for application in organizations. It is preferable to have an ERP solution that drives all functionalities in an integrated form rather than having separate applications for each department. The numerous ERP packages from various manufacturers are available, and Figure 1. illustrates how frequently and in what proportion they are used globally. With a higher number of implementations and frequent usage, SAP is widely recognized. ERP technology is necessary as businesses expand since it will increase employee productivity and operational efficiency. ERP installations have been customized to fit the various organizational sizes and operational scales. This is a crucial factor that enables the deployment of ERP in Enterprise Business. Additionally, ERP implementations improve an organization's overall performance. ERP systems support company continuity by providing scalability, dependability, and data and application availability. Businesses will be able to compete effectively in the market because to technology.

2. *Enterprise Business and Technology Evoluation*

The enterprise business underlined the need of employing technology to function worldwide and expand into new markets more quickly in the context of internationalization. They believed there is a lot of room to operate a firm internationally with the adoption of technology. Significant company growth in Enterprise Business requires innovation. They did discover several obstacles to innovation in Enterprise Business, though. which covers the tax burden, laws and regulations, governmental support programs, finance availability, and fairness in competition. There are open innovations in Enterprise Business and big businesses as well as market- and entrepreneurial-oriented innovations in Enterprise Business. The Indian economy's Micro and Small Enterprises sector is still thriving. Comparing this industry to the rest of the industrial sector, its growth rate has continuously been greater. The small businesses in India are producing about 6500 products, which range from conventional to high-tech goods. The enterprise industry offers the greatest chances for employment and self-employment in the nation, second only to agriculture. In India, the small business sector has a lot of room to grow and expand in the future. In actuality, no other economic sector can equal the sector's employment potential. Small businesses in India face significant obstacles in addition to exceptional opportunities brought about by the liberalisation and globalisation of the Indian economy. Access to the global market has brought about a plethora of business opportunities, such as new target markets and opportunities to leverage technological advantages, but it has also presented challenges due to factors like their scale of operation, technological obsolescence, difficulty obtaining institutional credit, and fierce competition in the marketing space. The Indian government is well aware of the difficulties posed by globalization and has taken the necessary steps to equip Micro and Small Enterprises (MSEs) to handle these obstacles. Considering the big picture, the government has implemented a number of initiatives to support small businesses in gaining global competitiveness. Digitization is a component of the massive worldwide movement known as "Industrie 4.0," which offers businesses amazing prospects for business transformation but also poses a risk to their survival in the event that the transformation is unsuccessful. Because of this, businesses across all sectors of the economy are under pressure to get digital or risk lagging behind their more creative and tech-savvy rivals or unidentified competitors [6]. Digitization has a number of potential advantages, such as boosting revenue, enhancing productivity, encouraging value-creation innovation, and developing novel consumer engagement strategies [7]. The term "digital transformation" refers to any transformation that occurs in company as a result of the use of new SMACIT technologies. Digital transformation is the process of using contemporary technology to significantly raise an organization's performance or accomplishments. The ways in which a firm uses and integrates digital technologies can impact several aspects of its operations, such as the products itself, sales channels, and supply chain as a whole. It is frequently possible to alter or replace entire business models. Digital business transformation is a big task that can only be successful and efficient if the organization knows why it wants to change and has a clear vision for the change. There are a number of external and internal elements that can spur enterprise digital transformation. Sometimes, consumers seeking better value, more affordable prices, and superior quality may be the driving force. A stronger service, a better business plan, or cheaper prices from the competitors could also be the driving force for the transformation. The new prospects presented by contemporary digital technology also serve as a strong driver for change. If digital technologies are first embraced or integrated in novel ways, they might give a business a competitive edge [8].

3. Influence of Digital Technologies on Enterprise Applications

ERP started off as a system that was exclusive to big manufacturing businesses over a century ago [9]. ERP was then moved and expanded to every industry, including government, healthcare, retail, and distribution. The web and web technologies that underpin the development of ERP in online ERP are to blame for this [10]. The technical elements of content related to digital transformation, including defining the distinctive technologies that make digital transformation possible. The four categories that comprise the so-called Digital Radar are all digital technologies: Networking, Digital Data, Automation, and Digital Client Access. As a result, the ERP became more dynamic and let it concentrate on its clients [11]. Additionally, a plethora of online services, including e-business and e-commerce, have been formed. ERP has benefited from these web services and is now a web-based system that contributes to the online business. The most crucial component of the system's creation and execution was the programming language. The programming language, whose advancement favourably affects the ERP's expansion and enhancement, is essential to ERP transformation [12]. Additionally, it has evolved ERP from a client/server system to an integrated client/application. by the addition of web programming languages like PHP and XML to the programming language. A new version of ERP has been implemented that enables web services and apps. The Internet is changing how businesses and organizations operate these days, and in order to be competitive in the global manufacturing market, manufacturing enterprises must adapt their work practices. A new ERP model has been established by the Internet. It's a web-oriented object-oriented model (WOOM), which leverages the Internet and component technology as an object-oriented paradigm to facilitate quicker modification and implementation. An advanced ERP has been developed by WOOM. We refer to it as web-based ERP. Additionally, WOOM has developed an ERP system for object-oriented objects that is based on actual entities from the real world, including companies, occasions, or individual roles. in order to attain a more precise and effective business. Businesses saw how critical it was to expand their ERP systems to include mobile applications for internal staff access and system mobility as user mobility expanded. Mobile ERP applications create and accelerate cutting-edge applications for vital information interchange, which transforms the company's relationships with partners, consumers, and employees [13]. Boost output, build business ties, show customers that you care, gain a competitive edge, and more. Cloud computing is a network-dependent service that provides on-demand system access. It is also a model for offering specialized online services. A server, storage, or software entry constitute this service. ERP companies began to develop ERP systems based on cloud computing models and services as a result of the rapid changes in this technology. The ERP systems in the cloud are included in cloud ERP [14, 15]. SaaS and IaaS. IaaS refers to purchasing the servers and other necessary cloud infrastructure. SaaS refers to renting software and storage or accessing a cloud. SaaS is utilized in the ERP cloud and is in charge of finishing the solutions as well as coordinating and maintaining the procedures necessary to manage the IT infrastructure (servers, operating systems, databases, etc.). ERP is being utilized by both large and small businesses and sectors as a more complete solution. The introduction of web-based ERP, or ERP on the web, is linking mobile to cloud computing. ERP created a complicated jumble of security issues. mostly as a result of the intricate ERP architecture, which offers internally accessible security [16]. Additionally, there are numerous vulnerabilities in the ERP architecture and structure that affect everything from the network to the application. The creator of a new ERP system that supports in-memory computing is SAP. "A new technology that allows the analysis of large non-aggregated data at an exceptional rate in the local memory" is the definition of in-memory computing [17]. Compile and save a sizable amount of data in the main memory's primary column format. Additionally, this

technique transfers the intensive data calculation from the application layer to the database layer, enabling parallel processing in a multi-core architecture [18, 19].

4. Conclusion

The user can automate and integrate their essential company activities by utilizing an ERP system. We may therefore draw the conclusion that both varieties of ERP systems offer a wide range of advantages to support the management of the overall business implementation for various organizations, providing insight, openness, and effectiveness throughout the entire enterprise. supplying the reliable user program and permitting the digitalization of your company. Furthermore, the advantages of the cloud-based ERP offer significant financial savings in terms of operating expenses, schedule adherence, and timely delivery. Furthermore, as cloud ERP has drawn interest from many businesses, it is possible that the degree to which the obstacles to cloud ERP vary throughout companies operating in various industries. It was necessary to do additional research to examine and investigate these elements in light of the unique conditions of various sectors.

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