About the Contributors

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M P Jaiswal is currently Professor of Information Systems at Management Development Institute, Gurgaon, India and has been a Visiting Professor cum Sr. Fulbright Fellow at Carnegie Mellon University, USA during 2004-05. His area of research includes Business Value of Enterprise Systems, ERP Enabled Process Reengineering, e-Government Implementation Models. He has published over 50 research papers and case studies in various International Journals. He is currently working on several ERP and Business Process Reengineering consulting projects. He is co-author of six books: Management Information Systems (Oxford), Enterprise Resource Planning (Macmillan), Customer Relationship Management (Asian), e-Business Models: Success Strategies (Excel), Bridging Digital Divide (Macmillan), Enterprise Systems and Business Process Management (Macmillan)

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