

## Foreword

The target reader for this book is the industrial engineering student or the practitioner in the field. It is a breath of fresh air in having one book listing the documentation of successful and unsuccessful ERP system implementations. While the recent downturn in the economy put a brake on organizations to modernize their business processes, businesses grow and need to adapt to the changing paradigms that ERP systems allow one to integrate the Web and storefront operations. Sticking to the mantra “If it isn’t broke, don’t change it,” the book has points out that technology moves forward to where in retail world, the Web is approaching 50% of annual sales. Sales have two modes (use the net for the catalog with referral to the nearest retail outlook, or present a sales order form for direct order capture. This book shows the large retail store is becoming more of a warehouse operation with quick pick operations.

Legacy ERP systems have to evolve to include Web and more modern approaches (B2B) to doing business, and this book describes the methods used for success and some of the reasons that other systems failed.

The security chapter brought to light information that this foreword author had never known. Using standard technology, it is possible to encrypt data traffic, but it is shown that the vendors of ERP systems fail to protect critical application information from hackers and from uncontrolled access. Too many individuals have unnecessary global sub-system access, password management is poorly done, and databases containing confidential corporate information are not encrypted.

What the authors have pointed out in this book is that if you do not have a good implementation plan, your conversion or upgrade process is doomed. One approach is to suggest a paradigm shift to emulate the processes used in the software industry. The use of an object oriented approach employing the Universal Markup Language (UML) is novel, and should bear good results.

The excellent points in the book are the diversity of considerations presented to the reader. Legacy systems, which were compartmentalized into finance, warehousing, retail store sales, shipping, and receiving, are forced into a coherent ERP system covering one business application integrating the preceding list and adding to it, Web selling functionality, EDI, Supply Chain, and Logistics as a coherent business SOA.

For the coming years, this book will serve as a reference manual for the skilled Business System re-engineer who wants to learn from others experiences in both failure and successful implementations.

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**Leslie Satenstein** is a Senior Vice President of Operations and Technology of ITBMS. Leslie is responsible for global operations, Information Technology, product security, corporate development, and customer services. Prior to heading up the technical side of ITMS, Leslie worked for Technology Evaluation Centers as author and Senior ERP analyst. He brings to ITBMS over 25 years of diverse IT technical and managerial experience. Leslie noted that for his first years following university graduation he worked in banking, where he held positions as Mathematician, Senior Architect, and then Application Implementation Manager with the respective team under his responsibility. His mathematical forecasting models and queuing theory analysis resulted in millions of dollars of hardware savings for the Royal Bank of Canada as well as having architected fast transaction rates for ATM transaction, putting the bank's transaction response times ahead of the competition. In the latter part of the 15 years, Leslie moved to Montreal and worked for "Caisses Populaires Desjardins" (CCPEDQ), a Quebec based billion dollar credit union as Senior Architect, implementing on-line banking and secure file transfer applications between the SMBs and the credit union. Moving from Banking to ERP he worked as IT Manager for Frisco Bay Industries and then as an independent ERP consultant, certified in development, administration, and in the areas of distribution, manufacturing, logistics, supply chain, finance, and more. In 2006, he joined Bell Canada Business solutions as a Project Manager/ERP specialist. He brought to Bell over 14 years of IT management experience in the areas of supply chain management (SCM) systems, business process re-engineering, vendor management, finance, HR, EAM, MRO, and project management for enterprise-wide systems, which he acquired from a variety of Fortune 500 companies. These clients include International Truck and Engine, Tyco, IBM, Nortel, Anderson Windows, Technology Evaluation Centers (TEC), and recently, the city of Laguna Beach California. Leslie has also worked on moderately sized municipal government (using GIS and more) to map water, gas and electrical power lines, meters, spare parts, tools warehouses, vehicles, employees, skills, and much more. Leslie's areas of interest include: project management, supply chain management, and designing, manufacturing, and delivering products to market. His interest includes open source systems and applied technology to save the SMB money. His hobbies include Linux and Cloud Computing. Mr. Leslie graduated from Concordia University in Montreal, Quebec (Canada) and received his Bachelor of Science degree in the area of Mathematics and Physics. He holds a Master's Degree in Statistical Mathematics from University of British Columbia, and attended McGill University for studies towards the MBA degree. Leslie is a project management professional (PMP), a certified member of the Canadian Association Production Inventory Control Society (CAPICS) and the IEEE. Leslie is also a part-time "Supply Chain/Logistics" instructor at Champlain College St. Lambert.