

Printed Pages : 2

MCAE31

(Following Paper ID and Roll No. to be filled in your Answer Book)

PAPER ID : 2152

Roll No.

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MCA
(SEMESTER-V) THEORY EXAMINATION, 2012-13
ERP SYSTEMS

Time : 3 Hours]

[Total Marks : 100

SECTION – A

1. Attempt **all** parts. **10 × 2 = 20**

- (a) List reasons for growth of ERP market.
- (b) How is a DSS different from a MIS ?
- (c) What are the direct benefits of ERP systems ?
- (d) List out the technologies which, when used in conjunction help in overcoming the limitations of a standalone ERP System.
- (e) Define the following in connection to ERP :
 - (i) Package Evaluation
 - (ii) Gap Analysis
- (f) Why do ERP projects fail so often ?
- (g) What do you understand by Data warehousing ? Explain.
- (h) How do you measure the degree of customer satisfaction ?
- (i) What is the impact of Internet and www on the ERP products ?
- (j) What is SAP ? What are its main layer and what is ABAP/4 ?

SECTION – B

2. Attempt any **three** : **3 × 10 = 30**

- (a) What are the advantages and disadvantages of ERP ?
- (b) Describe the main functional modules of ERP.

- (c) Describe the role of vendors in ERP. What do consultants do ?
- (d) List the main modules of SAP R/3. What are its distributed applications.
- (e) What is Business Process Re-engineering ? List out factors for BPR success.

SECTION – C

Attempt any **five** questions :

5 × 10 = 50

- 3. Elaborate the difference between ERP Systems and Ecommerce Applications.
 - 4. Discuss the changing Indian ERP scenario. SMEs are the most aggressive adopters of ERP, why ?
 - 5. What is data mining ? How it is related to ERP ?
 - 6. Define OLAP. Explain with the help of a figure, the architecture of a data warehouse and show the OLAP Server.
 - 7. Mercedes-Benz is a leading car manufacturer. It brought in R/3 to meet the most pressing issue in its market place – rapid response to customer requests for custom configured products. Suggest suitable solution for R/3 system for Mercedes-Benz giving details of software, R/3 Modules and benefits.
 - 8. List the Key Attributes of Supply Chain Management. Explain any four.
 - 9. Describe how To Combine ERP With CRM.
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