

# FLOSS ERP systems Usage in Developing Countries' SME : a Moroccan SME Case Study

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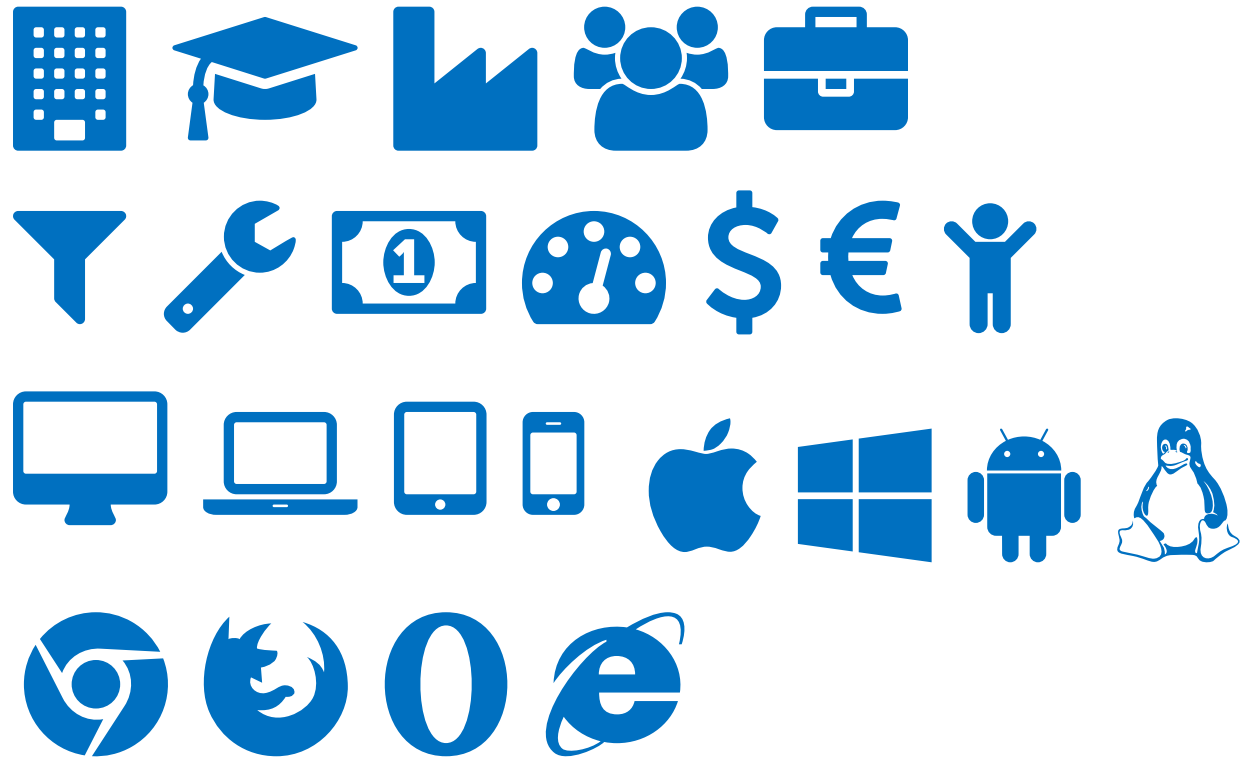
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# Outline

- Introduction
- Context
- Objectives
- Research Design and Methodology
- Findings
- Study limitations
- Conclusion

# Introduction



# Context



SME



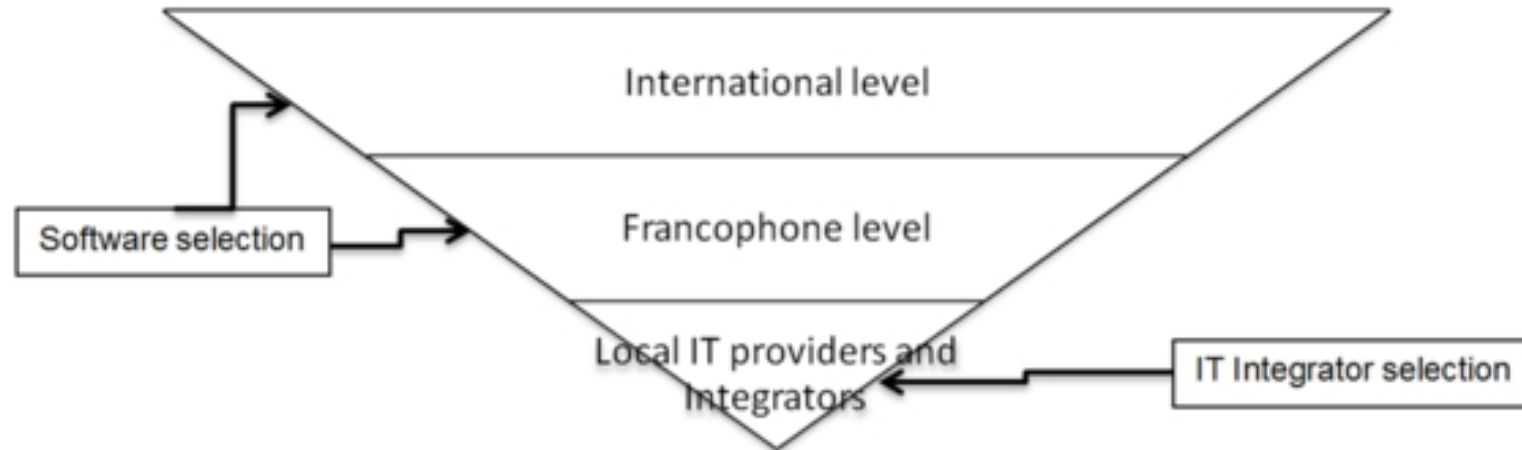
# Objectives



# Research Design and Methodology

- Use case : Moroccan SME of 15 people, with 5 system users
- ERP Life cycle : Acquisition Phase
- Proposed model of FLOSS ERP selection for a developing country
  - FLOSS Criterias : Licence+Community
  - ERP Integrator Criterias : Technical
  - ERP Client Criterias : Functional

# Research Design and Methodology



# Research Design and Methodology

- ERP Implementation approach : Big bang
- Architecture : Hardware & Software
- TCO : Acquisition / Installation / Adaptation / Training / Maintenance & Support



# Findings

- FLOSS or not, the user prefer Web Solutions due to higher TCO of Desktop applications compared to web applications
- Configurability & Customizability of the FLOSS ERP selected helps increasing end user satisfaction
- Billing and accounting systems are in high demand in the beginning of the project but then drops down, the end user even asks for it to be deactivated/uninstalled
- Obscurity is preferred when it comes to margins on products or on clients

# Study limitations

- Familial SME -> different management to be studied
- Small Enterprise -> bigger enterprise should be studied
- 6 monthes is not enough to assist study the maintenance and retirement phases of the ERP life cycle
- The research should be extended to a SME benefiting from Moroccan government aid programs

# Conclusion

- Obscurity : Further researches should be conducted to study the impact of legislators' laws and taxes on the ERP adoption by SMEs
- ICT Overlooked : ICT infrastructure and Services got neither the importance it needs, nor the adequate budget
- FLOSS ERP is welcomed : In addition to its Configurability and Customizability options, its standard based which lowers the vendor locked-in effect of most ERP projects

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