Chapter 3

ERP Promises in the United Arab Emirates Educational Sector:
A Descriptive Analysis of ERP Usage and Utilization

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EXECUTIVE SUMMARY

Implementing Enterprise Resource Planning (ERP) is one of the major IT innovations in this decade. ERP solutions seek to integrate and modernize business processes and their associated information and work flows. Nonetheless, ERP usage in educational management is still new. Educational institutions for various appropriate factors have begun to implement this technology. The school ERP enterprise solution system offers complete school management software, which covers all the functions related to the smooth functioning of school activities. This chapter provides a complete analysis of ERP solutions in the educational sectors and focuses on ERP usage and utilization in the United Arab Emirates (UAE) public (government) schools.

INTRODUCTION

Firms around the world have been implementing Enterprise Resource Planning (ERP) systems since the 1990s. ERP systems can be regarded as one of the most innovative developments in Information Technology (IT) of the 1990s (Al-Meshari, 2003). ERP systems have been adopted by many organizations in the past decade

(Bradford & Florin, 2003). Wong and Tien (2004) agreed that in the past decade ERP have become one of the most important developments in the corporate use of information technology.

ERP is defining as an integrated information system that serves all departments within an enterprise. Somers and Nelson (2003) define ERP systems as a software tool used to manage enterprise data. Watson and Schneider (1999) describe ERP system as a term for an integrated enterprise computing system. Xia et al. (2010) and Upadhyay and Dan (2008) define an ERP system as an information system consisting of software support modules where information is flowing between them and they share a central database. ERP "is a standard software package that provides integrated transaction processing and access to information that spans multiple organizational units and multiple business functions" (Wu & Wang, 2006, p. 884). ERP systems automate organization activity with an integrated software application their purpose is to facilitate the flow of information between all business functions inside the boundaries of the organization and manage the connections to outside stakeholders.

Many organizations have sought to improve their competitiveness by investing in advanced information technology, such as Enterprise Resource Planning (ERP) systems. The implementation of an ERP system creates associated changes in business processes (Grabski & Leech, 2002). ERP integrate internal and external management information across an entire organization, embracing finance/accounting, HR, and service the stakeholders' relationship management. Adopting ERP solutions are used to improve stakeholders' service, transform enterprise processes, modernize computer systems, improve administration, maintain competitiveness, increase operating efficiency, and adhere to regulatory compliance (King, Kvavik, & Voloudakis, 2002). ERP systems are seen to be effective in tying the business functional units with the various organization information systems and their associated databases, which in the end can support the strategic aims of modern organizations (Soliman & Youssef, 1998). It enables companies to achieve their objective of increased communication and responsiveness to all stakeholders (Dillon, 1999). Pasaoglu (2011) agrees that ERP not only a technical system but also a social system requiring group work. Ragowsky and Romm Livermore (2002) mention that ERP requires a combination of technical and human expertise to select develop and implement successfully.

ERP APPLICATIONS IN EDUCATIONAL SECTOR

Educational ERP Solution is not only to automate every operation in a school, college, or university, but it is a solution for educational intuitions who automate all the internal and external processes and also help in improving communication among

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