Information Systems
ISM 3011

Fall 2003
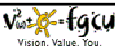Unit 12B

Dr. Martin Hepp 1

Case 1: General Motors
Question 1

Information regarding products being purchased and cost would have to be collected.

Furthermore, it will be valuable to receive

- demand forecasts and
- feedback on quality.

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Case 1: General Motors
Question 2

For the system to succeed, it is key that the traded volume is high. If dealers pay a fee, it is more likely that they use the system as often as possible.
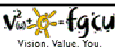
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Case 1: General Motors
Question 3

Some dealers might have special partnerships with their existing suppliers and would risk their yearly bonus or discounts.

Bundling in such purchasing systems leads to the effect that one supplier gets the whole volume.

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Case 1: General Motors
Question 4

Almost any other industry benefits from such purchasing portals.

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Case 2: Staples
Question 1

First of all, a network infrastructure should be in place in order for a store to benefit from an in-store kiosk.

An existing online division is also a great advantage.

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Case 2: Staples
Question 2

Staples may have conducted
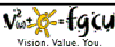- a systems analysis
- and customer surveys.

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Case 2: Staples
Question 3

The product(s) that the consumer is interested in may not be stocked at that location and as a result, he/she would be forced to order on-line.

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Case 2: Staples
Question 4

Products that are in high demand may be displayed in the store.

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Case 3: Wesco Distribution
Question 1

A systems investigation may have been conducted. Input could have come from the controlling or cost accounting department.

Also, business reengineering might have revealed the enormous amount of time wasted.
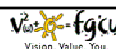
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Case 3: Wesco Distribution
Question 2

Consider the cost involved in replacing the old system, retraining staff, and service disruptions.

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Case 3: Wesco Distribution
Question 3

The use of standards-based systems by all parties would have reduced the challenges or simplified the process of creating the new system by orders of magnitude.

It is even possible that the integration task could be done by standard software tools.

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Case 3: Wesco Distribution Question 4

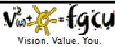Feedback could be generated to help managers decide whether non-stocked items should be stocked.

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Assignment for Next Class

- Read chapter 13 (pp. 556 – 600).
- Pass the self-assessment test (pp. 600 – 601).
- Check that you know and understand the key terms on pp. 601 – 602.
- Prepare the review questions 1, 6, 13, and 16.

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Thank you!

Any questions? Please send an e-mail to mhepp@computer.org!

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(-> CRN80040)

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