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# Information Systems


## ISM 3011

Spring 2004  
Unit 9A

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# Book Machine



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# Make Your Customers Part of Your Business



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# Transaction Processing & Enterprise Resource Planning Systems

## Chapter 9

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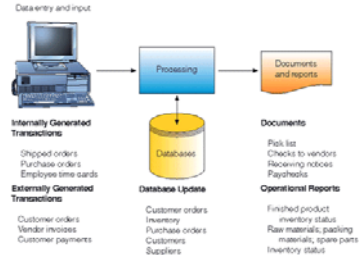
# An Overview of Transaction Processing Systems



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# Transaction Processing Systems



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**FIGURE 9-4**  
A Simplified Overview of a Transaction Processing System

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## Traditional Transaction Processing Methods & Objectives

- Batch processing systems
- On-line transaction processing (OLTP)
- On-line entry with delayed processing
- Process data generated by and about transactions
- Process data generated for and about transactions
- Maintain a high degree of accuracy and integrity
- Produce timely documents & reports

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## Traditional Transaction Processing Methods & Objectives

- Increase labor efficiency
- Help provide improved service
- Help build and maintain customer loyalty
- Achieve competitive advantage

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## Batch versus On-Line Transaction Processing

FIGURE 9-2  
Batch versus On-Line Transaction Processing  
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## Integration of a Firm's TPSs

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## mySAP Business Suite

<http://www.cio.com/research/erp/edit/erpbasics.html>


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## Advantages of ERP

- Eliminates costly, inflexible legacy systems
- Improved technology infrastructure
- Improved work processes
- Increased data access for decision making

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### Disadvantages of ERP

- Expense & time
- Radical change
- Integrating with other systems
- One vendor risks

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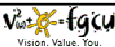


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### Control & Management Issues

- Business resumption planning
- Disaster recovery & Backups

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### Summary

- **Transaction Processing Systems** - consist of all components of a CBIS, including databases, telecommunications, and people
- **Transaction Processing Systems Methods** - batch, on-line, and on-line with delayed processing
- **Enterprise resource planning (ERP) software** - a set of integrated programs that manage a company's vital business operations for an entire multisite, global organization

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