Information Systems
ISM 3011
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Unit 9A

Make Your Customers Part of Your Business

Transaction Processing & Enterprise Resource Planning Systems
Chapter 9

An Overview of Transaction Processing Systems

Transaction Processing Systems

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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

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Integration of a Firm’s TPSs

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mySAP Business Suite

mySAP PLM
mySAP SRM
mySAP ERP
mySAP CRM
mySAP SCM

Industry Best Practices
Adaptive Operations
Extensible with xApps

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

Control & Management Issues

- Business resumption planning
- Disaster recovery & Backups

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