



# ERPs IN USE IN KENYAN UNIVERSITIES/RESEARCH INSTITUTIONS

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# ERPs IN UNIVERSITIES IN KENYA

## Introduction

ERP – Enterprise Resource Planning

- Is a business process management software that allows an organization to use a system of integrated applications to manage the business and automate many back office functions related to technology, services and human resources.
- ERP software integrates all facets of operations in an organization.

# CHALLENGES

- ERPs have only matured in certain sectors like manufacturing and retail industries.
- Higher education and research institutions have just recently received attention of the ERP developers.
- The varied functional operations found in these institutions have not made ERP development in this sector any easier.

# Challenges continued

- ERPs' centralization of data has met a lot of challenges when it comes to the varied operations, some times unrelated found in universities and research institutions.
- Advancements in both hardware and software technologies have started to make ERPs attractive to universities.

# CASE OF MASENO UNIVERSITY

- Seven years since the rollout of the ERP, the business value has not been achieved.
- Some modules have not been implemented while those in use are not fully being utilized.
  - **Some challenges include:**
    - Shortage of technical staff to support the systems
    - Lack of user training
    - Complexity of the systems
    - Poor external support service
    - Lack of management support

## ERPs IN USE IN SOME KENYAN UNIVERSITIES/RESEARCH INSTITUTIONS

S/NO.	INSTITUTION	ERP	VENDOR	SUPPORT/ CONTRACT
1	KCA	MS NAVISION	CORETEC	YES
2	PUEA	MS NAVISION	CORETEC	YES
3	IU	MS NAVISION	CORETEC	YES
4	DKUT	MS NAVISION	CORETEC	YES
5	MUA	N/A	N/A	N/A
6	UMMA	SAGE	VISTA SOLUTIONS	YES
7	UTALII	MS NAVISION	CORETEC	YES
8	ICRAF & ILRI	UNIT 4 BUSINESS SOLUTION	UNIT 4	YES
9	KISII	ABN UNISOL	ABNO SOFTWARES	YES
10	TANGAZA	N/A	N/A	N/A
11	ST. PAUL'S	SAGE ACCPAC	PARITY INFO.SYS LTD	YES
12	MURANGA	SAGE 300 PREMIUM	VISTA SOLUTIONS	YES
13	TUM	SAGE ACCPAC & ERegistrar	VISTA SOLUTION & SILTEC SYSTEMS	YES
14	MASENO	MS NAVISION	CORETEC	NO

# WHY THE SURVEY?

- University management want to know:
    - why the ERP in place is not working for the University.
  - ICT Director want to know:
    - Who else is using the ERP & their experience
    - What other ERPs are in use in other universities.
- This will help communicate the issues surrounding the ERP implementation to management for a way forward.

# Conclusion

- Many of the challenges with ERP deployment maybe attributed to the communication gap between the technical versus the non-technical.
- Senior leadership in Universities only want to understand the business value the ERP will bring while the technical staff may not be communicating the same well enough.

»**THANK YOU**