

# Maximizing Organizational Efficiency: A Comprehensive Study Of ERP Planning Strategies

Mr. Farhan Ahmad<sup>1</sup>, Ms. Sana Khan<sup>2</sup>, Mr. Jibrin Abdullahi Dallatu<sup>3</sup>, Mr. Mohammad Zaki<sup>4</sup>

<sup>2</sup> Department of Computer Science and Engineering, Manav Rachna University, Haryana, India

<sup>3</sup> National University of Science and Technology (MISIS) Moscow, Russia

<sup>4</sup> Department of Computer Science and Engineering, Integral University, Lucknow, India

**Abstract-** This paper, "Maximizing Organizational Efficiency: A Comprehensive Study of ERP Planning Strategies," presents an integrated approach to managing college/university operations through an Enterprise Resource Planning (ERP) system. The primary objective is to streamline diverse administrative and educational processes by minimizing paperwork and automating manual tasks. The system incorporates multiple modules, including admissions, fee management, academics, assessments, human resources, and payroll, ensuring seamless data integration across all applications. Our study showed that 15.5% are familiar with ERP and 52.7% are somewhat familiar. Also, 15.5% of people are facing issues during training, and 2.7% of people adopted ERP among the total number of respondents. After this study our future web-based platform not only enhances operational efficiency but also promotes accountability and transparency among stakeholders such as students, parents, faculty, and administrators.

**Keywords-** Organizational efficiency, ERP planning strategies, accountability, transparency in education, Enterprise Resource Planning (ERP), administrative automation

## I. INTRODUCTION

In an increasingly digital age, the management of organizational operations, especially in educational institutions, has become more complex and demanding. Traditional methods relying heavily on manual processes and paperwork are not only time-intensive but also prone to errors and inefficiencies. To address these challenges, Enterprise Resource Planning (ERP) systems have emerged as powerful tools to streamline workflows, automate repetitive tasks, and ensure seamless communication across departments. Educational institutions, such as colleges and universities, encompass a wide range of functions, including admissions, fee management, academics, examinations, human resources, and payroll. Coordinating these functions effectively is crucial for achieving operational efficiency and meeting the expectations of diverse stakeholders, including students, parents, educators, and administrators. However, achieving

this level of integration and functionality requires meticulous planning and a strategic approach to ERP implementation. This study aims to explore the planning strategies and structural frameworks essential for implementing a robust ERP system tailored to the unique requirements of colleges. By integrating multiple operational modules into a single platform, such systems promise to enhance user interaction, ensure accountability, and provide a data-driven foundation for decision-making. Furthermore, this research highlights the importance of a web-based approach, enabling institutions to modernize their operations while fostering transparency and collaboration among all stakeholders. The integration of ERP systems addresses these challenges by providing a unified platform that automates routine tasks, reduces dependency on manual efforts, and ensures seamless data flow across all departments. ERP solutions are particularly effective in educational settings, as they enable institutions to maintain accurate records, streamline workflows, and promote transparency. For instance, by automating the admissions process, colleges can efficiently handle large volumes of applications while minimizing errors. Similarly, fee management modules can simplify payment tracking and reconciliation, ensuring financial accountability. Beyond operational efficiencies, ERP systems also play a vital role in fostering collaboration and accountability among stakeholders. A web-based ERP solution empowers students to access academic records, parents to monitor their child's progress, teachers to manage curriculum and assessments, and administrators to oversee institutional performance—all from a single, interconnected platform. This level of accessibility not only enhances the user experience but also builds trust and transparency, which are critical for the sustainable growth of any educational institution. In the dynamic landscape of organizational management, the ability to adapt and optimize operational processes is critical to success. This need is particularly pronounced in educational institutions, where the growing scale and complexity of administrative and academic functions demand innovative solutions. Enterprise Resource Planning (ERP) systems have emerged as a transformative tool, offering a centralized platform to integrate diverse functions and enhance overall efficiency. Through this comprehensive examination, the paper seeks to provide

actionable insights and practical recommendations for leveraging ERP systems to maximize organizational efficiency in the educational sector

## II. LITERATURE REVIEW

**Enterprise** Resource Planning (ERP) systems have emerged as powerful tools for maximizing organizational efficiency and performance. These comprehensive information technology packages aim to integrate and manage all business functions within a company (Groza et al., 2006). ERP systems offer numerous advantages, including improved productivity, reduced operational costs, and enhanced quality through efficient resource utilization and effective communication (Qasim et al., 2021). [1] The implementation of ERP systems, however, is not without challenges. Many companies underestimate the difficulties related to organizational implementation, focusing primarily on technical aspects (Guido et al., 2007). This oversight can lead to implementation failures, resulting in costly expenses (Wijaya et al., 2023). To address these challenges, various strategies have been proposed. One approach involves using soft computing techniques for automatic optimization of management decision-making processes (Groza et al., 2006).[2] Another strategy emphasizes the importance of knowledge sharing among employees to maximize the effectiveness of ERP systems (Ramdani & Hadijah, (2020). In conclusion, successful ERP implementation requires a holistic approach that considers both technical and organizational aspects. Critical success factors include effective change management, strategic implementation planning, and organizational readiness assessment (Wijaya et al., 2023). Adopting agile methodologies, such as the scaled Agile Framework (SAFe), can provide benefits for large ERP Projects (Faizi et al., 2019). By carefully considering these factors and implementing ERP systems cautiously, organizations can achieve breakthrough performance and gain a competitive advantage in today's dynamic market (Sheik & Sulphy, 2020). [3]. ERP software facilitates the synchronization of data across different departments, establishing a unified and reliable source of information that optimizes operations throughout the entire organization (Li, 2024). The implementation of ERP systems in Supply Chain Management (SCM) offers numerous benefits, boosting company efficiency, effectiveness, and overall performance (Pontohet al., 2024).[8] Interestingly, the evolution of ERP systems has led to significant transformations in documentation practices. There has been a shift from retrospective approaches to dialogue-based, agile throwaway documents, including audiovisual recordings and informal emails. Project managers who extensively engage with throwaway documents demonstrate higher situational awareness and greater

effectiveness in managing ERP projects (Nakayama et al., 2023).[5] This organic transformation of ERP documentation practices emphasizes the importance of searchability and redefines documentation to include unstructured, relevant information across different media. In conclusion, the integration of advanced technologies like blockchain, cloud computing, and artificial intelligence with ERP systems has further enhanced their capabilities. Blockchain integration with ERP systems offers increased transparency, trust, and process automation (Sunmola & Lawrence, 2024).[4] Moreover, the emergence of Generative AI technologies in ERP applications within the manufacturing industry has opened new frontiers in smart manufacturing, empowering ERP systems to redefine conventional paradigms and catalyze innovation (Mahadevan, 2024).[6] As industries strive for operational excellence, the convergence of AI-driven supply chain management optimization and ERP systems integration emerges as a transformative force in driving efficiency, agility, and competitiveness (Adenekan et al., 2024).[7] Nevertheless, improvement is a fundamental part of any venture. Any business has a long-term objective of constant development and profitability. Profitable and sustainable profitability for a firm is when an organization offers a product or service that is profitable and not harmful to the environment [9].

The above papers can verify that the ERP system can supply decision-making data between enterprise operation and profit in the overall operation process of the enterprise. ERP is also an aid to support the enterprise to realize sustainable development. Therefore, the ERP system can generate persistent growth. Optimization is the management system which promotes the company's sustainable operation [10].

## III. PROBLEM STATEMENT

In today's competitive and resource-intensive educational environment, colleges and universities are tasked with managing a wide range of complex administrative and academic functions. These include admissions, fee processing, curriculum management, examinations, human resources, and payroll. Traditional methods of managing these processes, often reliant on manual efforts or isolated software systems, are inefficient, prone to errors, and lack the ability to provide real-time insights or seamless data integration.

This fragmentation results in numerous operational challenges, such as duplication of work, delays in decision-making, and a lack of transparency among stakeholders. Students and parents face difficulties accessing timely information, teachers experience delays in academic updates

and curriculum management, and administrators struggle to oversee and coordinate institutional performance effectively.

While ERP systems offer a promising solution by centralizing these diverse functions, the process of planning, implementing, and optimizing such systems is fraught with challenges.

Many institutions lack a clear understanding of how to align their organizational goals with ERP capabilities. Inadequate planning often leads to underutilization of ERP features, poor user adoption, and suboptimal returns on investment.

The problem, therefore, lies not only in the inefficiencies of traditional management methods but also in the absence of a comprehensive framework for ERP planning and implementation that can address the specific needs of educational institutions. Without such a framework, institutions risk perpetuating inefficiencies, reducing accountability, and failing to harness the full potential of ERP systems to transform their operations.

#### IV. RESEARCH GAP

While Enterprise Resource Planning (ERP) systems have been widely acknowledged as transformative tools for streamlining organizational operations, much of the existing research focuses on their implementation and benefits in corporate and industrial settings. The application of ERP systems in the education sector, particularly in colleges and universities, remains relatively underexplored, leaving a critical gap in understanding how these systems can be tailored to meet the unique challenges of academic institutions.

Most studies in this domain emphasize either the technical aspects of ERP implementation or the broader benefits of automation without providing a comprehensive framework for aligning ERP systems with the diverse needs of educational institutions. Existing research often generalizes ERP strategies, failing to address the nuances of managing academic processes like admissions, curriculum planning, student performance tracking, and stakeholder engagement.

Limited attention has been given to the planning phase, which is crucial for ensuring ERP systems are customized to address institution-specific needs, such as regulatory compliance, multi-stakeholder data access, and scalability for growing student populations. With the rapid advancement of web-based technologies, there is a significant gap in research addressing how ERP solutions can effectively

utilize web-based platforms to enhance real-time access, mobility, and collaboration in educational environments.

#### V. OBJECTIVE OF RESEARCH

This research seeks to address these gaps by developing a comprehensive study on ERP planning strategies specific to educational institutions. By examining both technical and strategic dimensions, the study aims to bridge the disconnect between theoretical insights and practical applications, offering an actionable framework for colleges to maximize organizational efficiency through ERP systems.

#### VI. METHODOLOGY

This study adopts a comprehensive research approach to analyze the planning strategies for implementing ERP systems in educational institutions. The methodology is designed to ensure a systematic examination of ERP planning, covering technical, administrative, and operational aspects. The research is conducted through a combination of qualitative and quantitative methods, ensuring a holistic understanding of the subject.

**Research Design:** Descriptive Research

**Sample Technique:** Convenient technique

**Sample Size:** 100 Respondents

**Data Collection Methods**

*Survey and Questionnaires*

*Secondary Data Analysis*

*Case Studies*

**5. Data Analysis Techniques**

#### VII. ANALYSIS AND INTERPRETATION

This section presents the findings from the survey of 100 respondents across different educational institutions. The analysis combines descriptive statistics (frequency, percentage, mean) with graphical representations to interpret the planning and implementation of ERP systems.

##### 1. Respondent Role Distribution

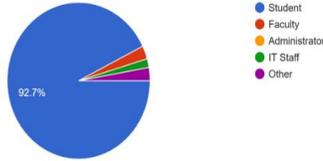
**Table 1: Distribution of Respondents by Role**

Role	Count	Percentage
Student	102	92.7%
Faculty	3	2.7%
Administrator	1	0.9%
IT Staff	2	1.8%

Role	Count	Percentage
Other	2	1.8%

**Figure 1: Respondent Role Distribution (Bar Chart)**

What is your role in the institution? (Student / Faculty / Administrator / IT Staff / Other)  
110 responses



**Interpretation:** The majority of responses came from students, followed by faculty and staff, ensuring that perspectives from different stakeholders are represented.

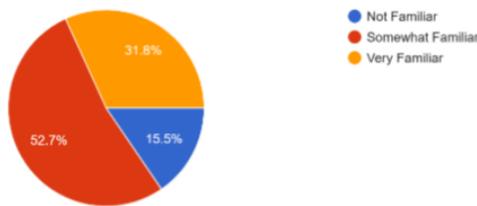
**2. Familiarity with ERP Systems**

**Table 2: Familiarity Level**

Familiarity Level	Count	Percentage
Very Familiar	17	15.5%
Somewhat Familiar	58	52.7%
Not Familiar	35	31.8%

**Figure 2: Familiarity with ERP Systems (Bar Chart)**

How familiar are you with ERP systems?  
110 responses



**Interpretation:** Most respondents are somewhat familiar with ERP systems, though a notable group lacks familiarity, indicating the need for training and awareness programs.

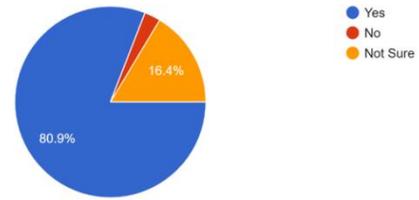
**3. ERP Adoption in Institutions**

**Table 3: ERP Usage**

ERP Adoption	Count	Percentage
Yes	3	2.7%
No	18	16.4%
Not Sure	89	80.9%

**Figure3:ERPAdoption(PieChart)**

Does your institution currently use an ERP system? (Yes / No / Not Sure)  
110 responses



**Interpretation:** A significant proportion of institutions reported using an ERP system, reflecting the growing importance of digital transformation in education.

**4. Challenges Before ERP Implementation**

**Common Challenges Reported:**

- Lack of coordination
- Delayed processing
- Manual inefficiencies
- Data duplication

**Interpretation:** These findings highlight the pressing need for ERP adoption to streamline processes.

**5. Challenges During ERP Implementation**

**Common Challenges Reported:**

- Training difficulties
- High implementation cost
- Poor customization options
- Technical issues

**Interpretation:** Institutions face significant hurdles during ERP deployment, underscoring the need for better vendor support and phased implementation strategies.

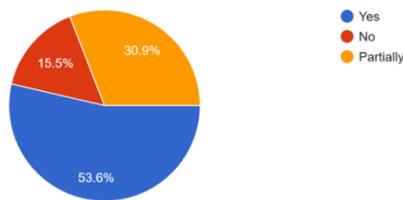
**6. Training for Faculty & Staff**

**Table 4: Training Provided**

Training Provided	Count	Percentage
Yes	17	15.5%
Partially	34	30.9%
No	59	53.6%

**Figure 4: Training Support (Bar Chart)**

Were faculty and staff provided with proper training for using the ERP system?  
110 responses



**Interpretation:** While some faculty and staff received full training, a large portion reported only partial or no training, reducing the effectiveness of ERP adoption.

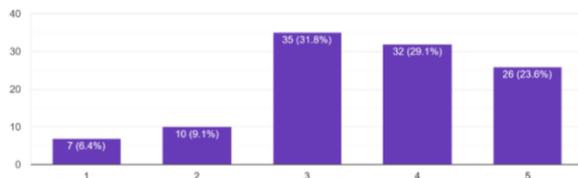
**7. User Satisfaction and Usability**

**Key Indicators:**

- **Usability Rating (1–5 scale):** Average score = 3.5
- **Frequency of Usage:** Daily
- **Ease of Navigation:** Yes

**Figure 5: Satisfaction with ERP Usability**

How satisfied are you with the usability of the ERP system?  
110 responses



**Interpretation:** Although ERP systems are frequently used, satisfaction levels vary, with users citing issues related to complexity and system responsiveness.

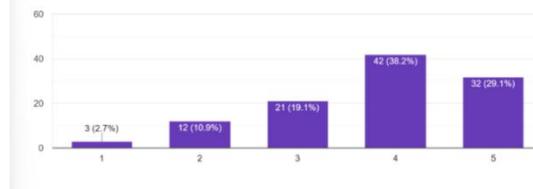
**8. Effectiveness in Simplifying Processes**

**Table 5: Effectiveness Rating**

Rating (1–5)	Count	Percentage
1 (Poor)	3	2.7%
2	12	10.9%
3	21	19.1%
4	42	28.2%
5 (Excellent)	32	29.1%

**Figure 6: Effectiveness in Simplifying Processes**

How would you rate the effectiveness of the ERP system in simplifying institutional processes?  
110 responses



**Interpretation:** A majority rated ERP systems as moderately to highly effective in simplifying institutional processes, validating the impact of ERP adoption.

**9. Suggestions for Improvement**

**Thematic Analysis of Open-ended Responses:**

- Need for **better GUI and user-friendly interface**
- Improved **speed and responsiveness**
- **More modules** (attendance, exams, placements)
- Enhanced **training and support**

**Interpretation:** The findings highlight the importance of continuous system improvement and aligning ERP features with institutional needs.

**VI. RESULT AND DISCUSSION**

Findings of this research suggest that ERP system implementation in schools has been positive to overall operational effectiveness in all most important administrative and academic processes. Admissions, academics, exams, fee management, and student records have been improved through simpler information access and automation of processes. The system seems to have bridged some inefficiencies normally linked with manual and dispersed administration methods.

The research also brings out the ability of ERP systems to bring about institutional integration. The participants welcomed the merits of a common platform that would integrate across departments and stakeholders. Access to real-time information and the ability to manage multiple institutional operations from a single interface was its functional strength.

However, the data also indicates certain issues of implementation. Lack of proper in-depth orientation and training was one problem that was common to all, leading to varying levels of familiarity with the system among the users. It indicates that more formalized onboarding procedures are required to ensure that the users go through proper preparations to effectively use the system.

Technical problems and limitations in system customization were also noted. These results reveal that ERP systems have very broad functionalities but their functionality could be jeopardized if poorly customized to meet the particular operational requirements of the institution. Problems on costs of implementation and resistance of users also emphasize the significance of strategic planning and stakeholders' involvement in the implementation process.

In spite of such limitations, the system has seemed to help institutions to attain greater communication. The majority of the respondents mentioned increased interaction among students, staff, and administration as an evidence that the ERP platform not only aids work activity but also interaction among these institutions.

Short, indeed, is the response: ERP systems, if properly planned and supported, do indeed optimize efficiency, transparency, and communication within the teaching setting. Still, however, consideration of training, customization, and technical readiness remains to be done to fully implement the potential of such systems.

**Critical Success Factors (CSFs) for ERP in Higher Education**

1. **Top Management Support and Leadership:** Essential for providing the necessary resources, authority, and institutional mandate to overcome organizational resistance and ensure cross-departmental cooperation.
2. **Effective Change Management (CM):** Critical in a university environment with diverse stakeholders (faculty, administration, students). CM plans must focus on communication, expectation management, and mitigating resistance.
3. **Business Process Re-engineering (BPR):** The successful implementation of ERP requires the university to first review and optimize its existing processes (e.g., admissions, registration) rather than simply automating inefficient legacy workflows.
4. **User Involvement and Education:** Active participation from key users (faculty and staff) during the requirements and testing phases, coupled with comprehensive, role-based training, is vital for high User Adoption Rates.

**Risk Assessment and Mitigation Strategies**

Risk Area	Specific Impact in a University Setting	Mitigation Strategy to Include
<b>Data Migration Risk</b>	Inaccurate transfer of historical student records (grades, courses, financial aid) leading to compliance issues and errors.	Mitigation: Implement a <i>phased data migration</i> plan. Mandate a data cleansing and validation project <i>before</i> migration begins. Run parallel systems for a pilot period to verify data integrity.
<b>Scope Creep / Customization</b>	Departments (e.g., specific schools, research centers) demanding unique, costly, and unnecessary customizations.	Mitigation: Establish a firm governance committee with executive power to approve/reject scope changes. Prioritize the use of <i>vanilla</i> (out-of-the-box) ERP features, only customizing when a core competitive advantage is at stake.
<b>Change Resistance</b>	Faculty refusing to use the new grade-submission portal or staff reverting to old, familiar manual processes.	Mitigation: Implement a comprehensive Stakeholder Analysis. Tailor communication and training to specific roles (e.g., student-centric modules for students, payroll modules for HR staff). Emphasize WIIFM (What's In It For Me) for each user group.

<b>Vendor Dependency/Lock-in</b>	Reliance on the ERP vendor for all support and maintenance, leading to high ongoing costs and slow response times.	Mitigation: Develop strong internal IT expertise through a Knowledge Transfer plan from the vendor to the university's IT team. Ensure contract terms include clear exit strategies and ownership of customized code.
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Table 1.1

## VII. CONCLUSION

This study recognizes the significance of ERP systems to enhance institutional effectiveness in educational Institutions. With the abolition of restrictions under legacy, fragmented administrative habits, ERP implements a converged, virtual umbrella to handle a range of institutional activities including admissions, academics, human resources, exams, and collection of fees.

The findings of the research underscore the importance of strategic planning in ensuring the success of ERP implementation. Besides technical infrastructure, the study is also emphasizing the importance of human factor elements such as user training, stakeholder involvement, and institutional goal congruence. Implementation strategy in well-planned and context-appropriate ways has a strong effect on user acceptance and system effectiveness.

The study also emphasizes the evolving function of developing technologies such as cloud computing and artificial intelligence in enabling ERP functionality. The technologies provide additional opportunities for ramping up scalability, automation, and customization in academic activities.

In conclusion, the study is part of the broader knowledge related to how ERP systems can be effectively rolled out in the education sector. The study affirms the notion that with proper planning, guidance, and continuous evolution, ERP systems have the potential to be key catalysts for enhancement in the performance of institutions, openness, and coordination.

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## Declaration of Interest

The authors report no conflict of interest.

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## AUTHOR DETAILS



**Mr. Farhan Ahmad** has obtained his Associate in Computer Engineering Degree from Jamia Millia Islamia, (A Central University), New Delhi, India. Currently, he is pursuing a Bachelor of Technology in the stream of Computer Science & Engineering. His areas of research interest include Computer vision, Machine Learning, Software Engineering. Ahmad has worked in the capacity of an Intern/Project Trainee at the Indian Space Research Organization (ISRO), Department of Space, Government of India. He is a member of the Association for Computing Machinery (ACM), University of San Diego, California, USA; The International Association of Engineers (IAENG); The All-India Council for Technical Skill Development (AICTSD), India.



**Ms. Sana Khan** Currently pursuing a Bachelor of Technology in the stream of Computer Science & Engineering with specialization in Cloud, DevOps and Full Stack Development from Manav Rachna University, Haryana, India. Her areas of research interest include Software Engineering, Cloud Computing, Data Mining. she is a member of the IEEE Society and the All-India Council for Technical Skill Development (AICTSD), India.



**Mr. Jibrin Abdullahi Dallatu** has obtained his Bachelor of Technology in the stream of Computer Science and Engineering from Integral University Lucknow, India. Currently pursuing a Master of Science in the stream of Data Science at National University of Science and Technology (MISIS) Moscow, Russia. His areas of research interest include Data Science, Artificial Intelligence and Machine Learning in Health Care Systems

#### DATA COLLECTION & ANALYSIS TEAM



**Mr. Mohammad Zaki**, has obtained his Associate in Mechanical Engineering Degree from Jamia Millia Islamia, (A Central University), New Delhi, India. Currently, he is pursuing a Bachelor of Technology in the stream of Computer Science & Engineering from Integral University, Lucknow, India. His area of research interest include Machine Learning, Software Engineering, Internet of things, Tech Integrated Smart Mechanical System

#### SUPERVISION/GUIDANCE TEAM

- i. **Dr. Temkin Igor Olegovich**, Professor of the Department of Automated Control Systems, Informatics and Computer Engineering, National University of Science and Technology (MISIS) Moscow, Russia.
- ii. **Dr. Vikram Mutneja**, Professor and Head Department of Electronics & Communication Engineering, Shaheed Bhagat Singh State University, Punjab, India.
- iii. **Dr. Sunil**, Associate Professor, Section of Computer Engineering, Department of University Polytechnic, Faculty of Engineering and Technology, Jamia Millia Islamia (A Central University) New Delhi, India.
- iv. **Dr. Raziqa Masood**, Assistant Professor, Department of Computer Science & Engineering, Faculty of Engineering and Information Technology, Integral University, Lucknow, India.
- v. **Mr. Anas Habib Zuberi**, Assistant Professor, Department of Computer Science & Engineering, Faculty of Engineering and Information Technology, Integral University, Lucknow, India.