

- Preface Liaquat Hossain and Mohammad A. Rashid and Jon David Patrick p. vii
- Chapter I The Evolution of ERP Systems: A Historical Perspective Mohammad A. Rashid and Liaquat Hossain and Jon David Patrick p. 1
- Chapter II The Myth of Integration: A Case Study of an ERP Implementation Rosio Alvarez p. 17
- Chapter III ERP Systems in Universities: Rationale Advanced for Their Adoption Dave Oliver and Celia T. Romm p. 43
- Chapter IV Assessing Enterprise Resource Planning (ERP) Adoption in the Philippines Maria Divina Gracia Z. Roldan and Antonio R. Zamora and Frederick D. Amores p. 61
- Chapter V The Impact of Enterprise Resource Planning Systems on Organizational Effectiveness: An Artifact Evaluation Jonas Hedman and Andreas Borell p. 78
- Chapter VI Enterprise Resource Planning and Knowledge Management Systems: An Empirical Account of Organizational Efficiency and Flexibility Jimmy C. Huang and Sue Newell and Robert D. Galliers and Shan-Ling Pan p. 97
- Chapter VII Knowledge Management for Enterprise Systems--First Empirical Insights Roy Chan and Michael Rosemann p. 116
- Chapter VIII Implementation Management of an E-Commerce-Enabled Enterprise Information System: A Case Study at Texas Instruments R. P. Sundarraj and Joseph Sarkis p. 133
- Chapter IX An Object-Oriented Awareness-Based Methodology for ERP Farhad Daneshgar p. 149
- Chapter X A Framework for Assessing ERP Systems' Functionality for the SMEs in Australia Liaquat Hossain and Mohammad A. Rashid and Jon David Patrick p. 160
- Chapter XI Selecting and Implementing an ERP System at Alimentos Peru J. Martin Santana, ESAN, Peru and Jaime Serida-Nishimura, ESAN, Peru and Eddie Morris-Abarca, ESAN, Peru and Ricardo Diaz-Baron, ESAN, Peru p. 188
- Chapter XII A Framework for the Selection of ERP Packages for Small to Medium and Large Organizations Edward W. N. Bernroider and Stefan Koch p. 206
- Chapter XIII A Study of the ERP Selection Process in New Zealand Maha Shakir and Liaquat Hossain p. 223
- Chapter XIV Using Cost Benefit Analysis for Enterprise Resource Planning Project Evaluation: A Case for Including Intangibles Kenneth E. Murphy and Steven John Simon p. 245
- Chapter XV Effective Use of External Expertise in Enterprise Systems: A New Zealand Case Experience O. Maxie Burns p. 267
- About the Authors p. 284
- Index p. 293