

**Implementation of an ERP system for contributing the improvement of business
process :
A Study From Spark Tech IT**



Internship Report

on

**Implementation of an ERP system for contributing the improvement of business process :
A Study From Spark Tech IT**

SUBMITTED TO

Md. Mahbobor Rahaman

Sr. Lecturer

Department of Business Administration

Faculty of Business & Entrepreneurship

Daffodil International University (DIU)

SUBMITTED BY

Sreemoty Toma Rani Roy

ID :- 212-11-1317

Department of Business Administration

Faculty of Business & Entrepreneurship

Daffodil International University

Date of Submission: December 14, 2025

Letter of Submission

Date: December 14, 2025

To:

Md. Mahbobar Rahman

Senior Lecturer

Department of Business Administration

Faculty of Business and Entrepreneurship

Daffodil International University (DIU)

Subject: Submission of Internship Report “Implementation of an ERP System for Contributing to the Improvement of Business Process: A Study from Spark Tech IT”

Dear Sir,

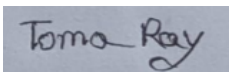
It is my respectful submission that I am submitting to you the internship report titled “Implementation of an ERP System for Contributing to the Improvement of Business Process: A Study from Spark Tech IT” prepared as a partial fulfillment of my BBA degree.

During my 13-week internship at Spark Tech IT, I gained first-hand experience in the practical use of ERP systems, data management, sales reporting, departmental coordination and various aspects of business process development. I have tried to present all these experiences and analyses in the report.

I have made a sincere effort to prepare the report as accurate, informative and as per the instructions of the university as possible. I believe that this report will be able to meet your valuable feedback and academic standards.

I sincerely thank you for your advice, guidance and cooperation during the internship.

Thank you.



With respect,

Sreemoty Toma Rani Ray

ID: 212-11-1317

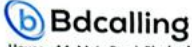
Department of Business Administration

Faculty of Business and Entrepreneurship

Daffodil International University

Proof of Internship Completion Letter

Restricted


House - 14, Main Road, Block - A,
Banasree, Rampura, Dhaka - 1219

Ref: Bdc/STA/2025 Date: 18 January, 2025

Letter of Appointment

Sreemoty Toma Rani Ray

Dear Sreemoty Toma Rani Ray,

Reference to your application and subsequent review with us the Management is pleased to offer you as Trainee Sales Executive at Spark Tech Agency with effect from **21 January, 2025**, under the following terms & conditions:

01. Salary & Compensation:
You will be paid a monthly consolidated salary of **Tk 12000 (Twelve Thousand)** only during the probation period. Based on your performance during the probation period and upon its successful completion your salary might be reviewed. Bonuses and other facilities will be provided as per the company policy.

02. Working Days & Hours:
You will be working **6 days** a week, **9 hours per day** including **1 hour** break for meals and rest.

03. Probation & Confirmation:
Your probation period will be until **01 May, 2025**, effective from your date of joining. The duration may vary depending on your performance. After successful completion of your probation period, you will be confirmed as a permanent employee of Bdcalling.

04. Leave Policy:
You will be eligible for leave as per Labor law and the company policy.

05. Conflict of Interest
You may not have any ties to any person, company, business, or organization that could pose a conflict of interest. Bdcalling employees are not permitted to communicate with Bdcalling's clients or stakeholders during and beyond employment. Violation of this policy will result in legal action.

06. Employment Separation:
After confirmation, you must give **30 days** of written notice for resigning from your position or payment in lieu of, while the company can terminate your employment by giving you **60 days** of written notice or payment in lieu of. Before confirmation, both parties can terminate employment at any time without prior notice.

07. Confidentiality:
You will not divulge any information in connection with the company's business that you may acquire in the course of your work.

08. Dismissed:
You will be dismissed from the service in the event of your inefficiency, misconduct, anti-social activities, breach of trust, or conviction by any court of law.


09. Jurisdiction:
Any disputes arising out of this contract will be settled in the court of law under jurisdiction of Laws of Bangladesh.

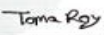
10. Effective Date:
This letter of appointment is effective from **21 January, 2025**.

If the above Terms & Conditions are acceptable to you, please sign the duplicate copy as your acceptance and submit the same to this office for our reference and record.

We welcome you to our Bdcalling family and trust your association with us will be long and meaningful.

On behalf of Bdcalling Received with Thanks,

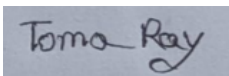

Captain Md. Nahid Hassan (Retd.)
Head of HR & Admin
Bdcalling


Sreemoty Toma Rani Ray
Trainee Sales Executive

Declaration

I am Sreemoty Tama Rani Roy ID: 212-11-1317 hereby declare that the internship report: **"Implementation of an ERP System to Contribute to Business Process Improvement: A Study from Spark Tech IT"** has been prepared based on my own work, observation and learning during my internship at Spark Tech IT.

I further declare that this report has been prepared only as a partial requirement for the Bachelor of Business Administration (BBA) degree at Daffodil International University and has not been submitted to any other institution for any academic or professional purpose.



Name: Sreemoty Toma Rani Ray

ID: 212-11-1317

Program: BBA

Department of Business Administration

Faculty of Business and Entrepreneurship

Daffodil International University (DIU)

Letter of Acceptance

This is to notify you that Sreemoty Toma Rani Ray, ID 212-11-1317, has prepared this internship report entitled "**Implementation of an ERP System to Contribute to Business Process Improvement: A Study from Spark Tech IT**" under my guidance. I hereby approve this internship report. This is to partially fulfill the Bachelor of Business Administration (BBA) degree under the Department of Business Administration, Faculty of Business & Entrepreneurship, Daffodil International University.

I wish her every success in his future endeavors.



Md. Mahbobor Rahaman

Sr. Lecturer

Department of Business Administration

Faculty of Business & Entrepreneurship

Daffodil International University (DIU)

Acknowledgment

First of all, I express my sincere gratitude to the Almighty who has given me the strength, patience and ability to successfully complete this internship report. I would like to express my sincere gratitude to my esteemed supervisor, Md. Mahbubur Rahman, Senior Lecturer, Department of Business Administration, DIU, for his constant guidance, valuable suggestions and thoughtful support during the internship and report preparation period. His guidance played an instrumental role in shaping this work.

I express my deep gratitude to Spark Tech IT for giving me the opportunity to complete my 13 weeks internship within their organization. The practical experience, technical expertise and supportive environment helped me gain practical knowledge about ERP systems, business data management and organizational activities.

I sincerely thank all the officers, colleagues and team members of Spark Tech IT for their cooperation, encouragement and support during my internship. Their support helped me understand the practical aspects of ERP implementation and business process improvement. This learning journey has enriched my academic and professional understanding significantly and I will always cherish this experience.

Table Of Contents

Implementation of an ERP system for contributing the improvement of business process : A Study From Spark Tech IT.....	i
Internship Report.....	ii
Letter of Submission.....	iii
Proof of Internship Completion Letter.....	iv
Declaration.....	v
Letter of Acceptance.....	vi
Acknowledgment.....	vii
Table Of Contents.....	viii-ix
Executive Summary.....	11
Chapter 1: Introduction	12
1.1 Background:.....	12
1.2 Statement of the Problem	13
1.3 Objectives:	14
1.4 Study Limitation:.....	14
1.5 Methodology.....	15
Chapter 2: Company Overview	16
2.1 Overview of Spark Tech IT:	16
2.2 Mission, Vision, and Values:	17
2.3 History and Current Operations:.....	18
Chapter 3: My Role and Responsibility.....	19
Introduction.....	19
1 to 13 Week.....	20-24
Summary Table.....	24
Chapter 4: Key Learnings and Experiences.....	25

Introduction.....	25
Graph 1: Sales Performance comparison.....	26
Graph 2: Device Efficiency and Usage Growth After ERP.....	27
Graph 3:ERP Training Impact on Department Efficiency.....	28
Graph 4:Regional Sales Growth and Target and Achievement.....	29
Graph 5:Quality Metrics are accuracy growth.....	30
Graph 6:Actual VS Target Project Delivery Performance.....	31
Graph 7:Time Taken to Share Information Across Department.....	32
Graph 8: Service Response and Customer Satisfaction.....	33
Graph 9: Before VS After ERP Performance Enhancement.....	34
Chapter 5: Critique and Reflections.....	35
5.1 Critique and ERP Implementation of Spark Tech IT.....	35
Achieving Integration.....	36
Data Accuracy and Migration.....	36
User Training and Acceptance.....	36
System Customization Process.....	36
Project Implementation Skills.....	36
5.2 Reflection on the Internship Objective.....	37
Practical Understanding of the ERP Implementation.....	37
Improve Data Analysis and Reporting Skill.....	37
Improve Understanding of Organizational Process.....	37
Professional Skill Development.....	38
Personal Reflection.....	38
Chapter 6: Conclusion.....	39
References.....	40

Executive Summary

This Internship Report focuses on the roll out of an ERP at Spark Tech IT is a pioneering IT services/digital solutions business. The ERP was implemented to the help align business processes, better access to acerated data, fact-based decision making and the ability to grow. This report cover the whole procedure of ERP implementation such as goals, stages, problems faced and the remedies used.

The implementation has been accomplished in a phased manner which is the planned, right from the requirements analysis and planning through the system design & customization the data migration and testing. One key objective was to consolidate disparate business functions like finance, HR, and project management into a single system in order of its streamline operations and break down silos.

Primary pain-points encountered during the roll out were to employees were jade for the new system, migration of data and differentiation delay. To address these issued Spark Tech IT implemented an agile approach which was centered on continuous feedback with constant adaptations. In addition extensive training implementation and change management initiatives were implemented to help employee transection smoothly into the new system.

The results so far is significant with improved operational efficiency, real-time information, and cost-savings due to the expanded ERP. The systems scalability to size with the growth of the company also means it is a system Spark Tech IT will continue to benefit from for years to come.

This report gives as completed overview on the implementation the pitfalls that needs to be overcome and the good things that has happened as a result in the successful use of the ERP system which provide input to prospective ERP projects in the organizations of same magnitude and size.

Chapter 1: Introduction

1.1 Background:

Enterprise Resource Planning (ERP) systems are a crucial component in modern business environments. These systems integrate various business processes such as finance, human resources, inventory management, procurement, and customer relationship management into a single platform, facilitating the seamless flow of information across departments. This integration ensures that business operations are streamlined, data is centralized, and decision-making becomes more efficient due to real-time access to accurate information.

Spark Tech IT, a rapidly growing technology company, identified the need for an ERP system to address the inefficiencies created by disconnected, manual processes. Before the ERP implementation, the organization struggled with issues such as siloed data, delayed decision-making, and time-consuming manual data entry, which led to increased error rates and inefficient workflows. By integrating all its functions into a single system, Spark Tech IT aimed to enhance its operational efficiency, reduce duplication of efforts, and improve communication between departments.

The decision to implement an ERP system was made with the goal of improving overall business performance, enabling more accurate reporting, enhancing customer service, and fostering real-time decision-making. The company recognized that an ERP system would not only streamline its internal operations but also help in providing better services to clients by maintaining higher operational standards.

1.2 Statement of the Problem :

Prior to the ERP system implementation, Spark Tech IT faced several operational challenges that hindered its efficiency and growth. One of the primary issues was the reliance on multiple standalone systems for different departments which created data silos. For example, the human resources department maintained its own set of data for employee records and payroll, while the finance department had separate systems for financial transactions and reporting. This fragmentation led to difficulties in reconciling data across departments, which increased the chances of errors and required significant time to ensure data consistency.

Moreover, the absence of a centralized real-time data system made it difficult for managers and decision makers to get timely and accurate insights. The lack of integration between systems delayed project timelines, affected customer interactions, and hampered the company's ability to respond quickly to changing market demands. As a result, Spark Tech IT realized that an ERP system would be essential in eliminating these inefficiencies, streamlining business processes, and improving overall organizational performance.

The implementation of an ERP system was seen as a critical step in overcoming these challenges. The system was expected to provide the necessary tools to integrate different departments, ensure data consistency, automate key processes, and provide real-time visibility into business operations. The aim was to create a more agile and efficient organization that could better serve its clients and keep pace with the demand of the fast-evolving technology industry.

1.3 Objectives:

The main objective of this report is to analyze the ERP system implementation process and its impacts at Spark Tech IT. Its specific objectives are:

1. Assess of the integration of business operations to analyze the extent to which the efficiency and coordination of operations have been increased by the integrating departments such as finance, human resources, project management, etc. into a single system.
2. Analyze to the challenges that arose during ERP implementation to observe the causes and solutions to various problems including internal employee resistance, data migration issues, and system delays.
3. Evaluate the benefits of ERP adoption to review the accuracy of data, speed of reporting, decision making capabilities and how ERP has helped in business development.

1.4 Study Limitations:

This study analyzed important aspects of ERP implementation, but there were some limitations. Due to company confidentiality policies some financial and internal data were not available which limited the depth of analysis. Due to the relatively short duration of the internship it was not possible to assess the long-term effects of the ERP system, such as permanent skill development or full adaptation of employees.

Some of the data in the study were based on interviews and observations of employees so there may be subjective opinions. In addition due to the technical complexity of the ERP system it was not possible to analyze all modules in detail.

Nevertheless, this study provided a clear and realistic idea of the main steps initial results, and impacts of ERP implementation.

1.5 Methodology :

Primary Data:

Collected through direct observation during the internship, interviews with ERP implementation team and employees from various departments, and participation in training sessions and system testing processes. This direct participation strengthened the research based on real-world experience.

Secondary Data:

Data was collected from Spark Tech IT's internal documents, ERP project reports, user guides, training manuals, previous research articles, and online sources related to ERP. This data made the research more reliable and informative.

Data Analysis Process:

Quantitative Analysis:

Microsoft Excel and ERP reporting tools were used to analyze data accuracy, report generation time, productivity changes, and interdepartmental data flow. This analysis helped to measure the effectiveness of the ERP system.

Use of Tools and Technologies:

In addition to ERP software, various tools have been used in the study such as

Microsoft Excel: For data analysis, report preparation and chart creation.

ERP Dashboard: For monitoring departmental performance, reporting time and data integrity.

Google Forms and Observation Logs: For collecting employee feedback and comparative analysis.

Chapter 2: Company Overview

2.1 Overview of Spark Tech IT:

Spark Tech IT is a dynamic technology company that specializes in providing innovative IT solutions to businesses across a range of industries. The company's core services include software development, IT infrastructure management, cloud computing solutions, cybersecurity services, and digital transformation. Spark Tech IT's products and services are designed to help clients optimize their business operations, improve efficiency, and remain competitive in the digital age.

As a technology-driven company, Spark Tech IT plays a key role in the tech industry by offering cutting-edge solutions that cater to the specific needs of its clients. Whether it's developing customized software applications, securing data systems, or supporting businesses with cloud integration, the company is committed to enabling businesses to navigate the challenges of modern technological landscapes.

The company operates with a highly collaborative work culture, where creativity and innovation are at the forefront. Employees are encouraged to think outside the box, propose new ideas, and contribute to the company's continuous growth. Spark Tech IT's business model focuses on providing tailored solutions to meet the unique needs of each client, ensuring that the company can remain agile and responsive to evolving market demands.

The need for an ERP system arose as Spark Tech IT expanded and took on more complex projects. With the growing size of the company and its customer base, managing internal processes became increasingly difficult. Disjointed systems led to inefficiencies, data silos, and delays in decision-making. Therefore, the ERP implementation was seen as a necessary step to centralize operations, improve data accessibility, and streamline business processes. The ERP system would enable Spark Tech IT to maintain the level of operational excellence it promised to its clients while continuing to scale its business.

2.2 Mission, Vision, and Values:

Mission:

Spark Tech IT's mission is to empower businesses by providing reliable, innovative, and cost-effective IT solutions that drive digital transformation and improve operational efficiency. The company strives to be a trusted partner for businesses looking to navigate the complexities of technology, helping them streamline their operations, enhance security, and maximize their technological potential.

Vision:

The vision of Spark Tech IT is to become a leading global provider of advanced technology solutions, helping businesses across various sectors leverage cutting-edge tools to achieve their goals. By continuously innovating and adapting to industry trends, Spark Tech IT aims to shape the future of technology and create a sustainable impact for its clients and employees.

Values:

Innovation: Spark Tech IT places a high value on innovation, constantly exploring new technologies to provide the best solutions to clients.

Collaboration: The company fosters a culture of teamwork and collaboration, both internally and with clients, ensuring that solutions are designed to meet real-world needs.

Integrity: Spark Tech IT is committed to conducting business with honesty, transparency, and ethical principles, building trust with clients and stakeholders.

Excellence: The company strives for excellence in every aspect of its business, from service delivery to customer support, ensuring that clients receive the highest quality solutions.

The mission, vision, and values of Spark Tech IT align closely with the decision to implement an ERP system. The company's commitment to innovation and excellence required a more efficient way to handle operations, manage resources, and serve clients. Implementing an ERP system would provide the technological foundation to improve internal processes, support growth, and ensure that Spark Tech IT continued to deliver innovative and reliable solutions to its clients.

2.3 History and Current Operations:

Spark Tech IT was founded in [Year] with the goal of providing cutting-edge IT solutions to businesses seeking to enhance their technological capabilities. Initially, the company started as a small software development firm, offering web development and IT support services to local businesses. However, as technology advanced and the demand for more integrated solutions grew, Spark Tech IT quickly expanded its service offerings to include cloud computing, cybersecurity, and enterprise software solutions.

Over the years, the company experienced steady growth, gaining a reputation for delivering high-quality, customized IT solutions that met the specific needs of clients. As Spark Tech IT took on more complex projects and larger clients, the need for a more structured approach to managing internal operations became evident. The company's existing systems, which were mostly manual or disconnected, were becoming increasingly difficult to manage, leading to inefficiencies, delays, and errors in key business processes.

Recognizing the need for a more integrated solution, Spark Tech IT embarked on the journey of implementing an ERP system. This decision was made at a crucial point in the company's growth, where the complexity of operations and the volume of data necessitated automation and centralization. The ERP system would help streamline processes such as finance, HR, inventory management, and project management, ensuring that the company could operate more efficiently, make better-informed decisions, and continue scaling its operations effectively.

Today, Spark Tech IT operates in multiple regions and serves clients across various industries, including finance, healthcare, retail, and manufacturing. The company continues to expand its service offerings, adapt to new technological advancements, and refine its business processes. The ERP implementation is a critical part of this evolution, helping Spark Tech IT maintain its competitive edge and meet the gr

Chapter 3: My Role and Responsibility

Introduction: This chapter summarizes the experiences, activities and responsibilities I have gained during my 13-week internship. At the beginning of the internship I got a basic understanding of the companies policies work patterns and ERP system which serves as the basis for all subsequent work. Step by step I performed important responsibilities such as ERP data management, sales data collection and reporting, DO monitoring, project delivery tracking and sales performance analysis.

I also coordinated with various departments verified data prepared reports and presented learnings and contributions at the end of the internship. Overall this chapter presents a concise and professional picture of my daily responsibilities learnings and effective role in the company during my internship.

Date & Week	Title	Responsibility	Key Activities
21-jan-25 to 29-jan-25 1 week	Orientation and ERP Introduction:	<ul style="list-style-type: none"> •Attend orientation session to understand company policies, culture and processes. •Meet to theBPNA team members and learn about the department's operations. •Review ERP system and get an idea of different sales project segments. 	<ul style="list-style-type: none"> •Update ERP system based on different project categories. •Attend onboarding sessions and initial meetings. •Understand data processes by studying ERP documentation. •Discuss internship goals and expectations with supervisor

30-jan-25 to 06-feb-25 2 week	Data Collection and Report Preparation	<ul style="list-style-type: none"> •Downloading sales and data from ERP for analysis. •Customizing and formatting data in Excel for creating management reports. 	<ul style="list-style-type: none"> •Data extraction and cleaning practices. •Creating of formatted reports and visual summaries. •Ensuring data accuracy and consistency.
07-feb-25 to 14-feb-25 3 week	Demand Order (DO) Monitoring	<ul style="list-style-type: none"> • Track and record the number of demand orders. •Ensure and timely updates in ERP. 	<ul style="list-style-type: none"> • Verify order data with sales and project teams. • Monitor the role of DO tracking in sales forecasting. •Improve ERP data entry efficiency.
15-feb-25 to 22-feb-25 4 week	Project Delivery Update	<ul style="list-style-type: none"> •Monitor project delivery and ensure timely updates in ERP. •Verify accuracy of delivery and dispatch related information. 	<ul style="list-style-type: none"> • Coordinate with team to track delivery progress. • Update verified data in ERP module. • Maintain consistency between project and sales data.
(23-feb-25) to (02-mar-25) 5 week	Daily Sales Reporting	<ul style="list-style-type: none"> •Download and analyze daily sales data from ERP. •Prepare daily reports and email them to team leader. •Create and format daily reports in Excel. 	<ul style="list-style-type: none"> • Submit timely and accurate reports. •Increase communication and coordination with the team.

(03-mar-25) to (10-mar-25) 6 week	Data Analysis and Performance Insights	<ul style="list-style-type: none"> • Weekly and monthly sales trend analysis. • Identify patterns for business decisions. 	<ul style="list-style-type: none"> • Create charts, pivot tables, and summary sheets. • Compare performance across project segments.
(11-mar-25) to (18-mar-25) 7 week	Review and Presentation Preparation	<ul style="list-style-type: none"> • Review previous reports and data activities. • Create a short presentation highlighting key findings. 	<ul style="list-style-type: none"> • Organize all outputs of the internship. • Present insights and learning outcomes to supervisor. • Gather feedback for future improvements.
(19-mar-25) to (27-mar-25) 8 week	Advanced ERP Data Management	<ul style="list-style-type: none"> • Gain in-depth knowledge of ERP modules related to business planning. • Help streamline data entry and update processes. • Participate in error checking and data validation activities in ERP. 	<ul style="list-style-type: none"> • Support automation of regular data updates. • Learn advanced ERP functions and reporting tools.
(28-mar-25) to (03-apr-25) 9 week	Comparative Sales Performance Study	<ul style="list-style-type: none"> • Comparative analysis of multiple sales projects. • Evaluate to differences between planned and actual sales data. • Create performance dashboards in Excel. • Identify underperforming areas. 	<ul style="list-style-type: none"> • Provide evidence-based recommendations in team meetings.

<p>(04-apr-25)to(11-arp-25) 10 week</p>	<p>Coordination and Interdepartmental Collaboration</p>	<ul style="list-style-type: none"> • Support data reconciliation and reporting with the different departments. •Support and communication between Sales, SSS and BPNA teams. 	<ul style="list-style-type: none"> •Assist in creating joint and performance reports. •Reconcile sales and data with logistics and project information. •Enhance of teamwork and interdepartmental communication skills.
<p>(12-apr-25) to (20-apr-25) 11week</p>	<p>Data and Accuracy Review and Audit Support</p>	<ul style="list-style-type: none"> •Verify data of consistency in ERP records. • Assist of internal audit preparation by verifying critical data. 	<ul style="list-style-type: none"> •Review missing or incorrect information in ERP entries.
<p>(21-apr-25) to (28-apr-25) 12 week</p>	<p>Forecasting and Planning Support</p>	<ul style="list-style-type: none"> • Assist of forecasting upcoming sales and demand orders. • Prepare monthly business plan reports. • Collecting and forecast previous month data. 	<ul style="list-style-type: none"> •Analyze sales trends with team leader. •Understanding data analysis and relationship to business strategy.
<p>(29-apr-25) to (07-may-25) 13 week</p>	<p>Final Review and Internship Completion</p>	<ul style="list-style-type: none"> • Review all weekly outputs and summarize in internship achievements. • Submitted final report of participate in evaluation discussion. 	<ul style="list-style-type: none"> •Prepare a final presentation on learning and contribution. •Discuss the future development areas with supervisor. • Reflect on internship experience and career development.

<p>Summary of my Role and Responsibility</p>	<p>During the 13-week internship my main responsibilities of ERP data management and sales reporting and performance analysis. Initially I got an idea about to the company policies work patterns and ERP modules. Gradually I was responsible for collecting data from the ERP creating daily and weekly sales reports and to ensuring the accuracy the data.</p> <p>I worked on Demand Order (DO) monitoring project delivery updates and analyzing various sales trend. I also coordinated with Sales, SCM and BPNA teams of the reconcile data and prepare joint reports. In the last weeks I also participated in the preparing presentations by organizing all the work and highlighting the key of learnings gained from the internship.</p> <p>Overall this internship helped me to the become proficient in data analysis, ERP management, reporting and teamwork.</p>
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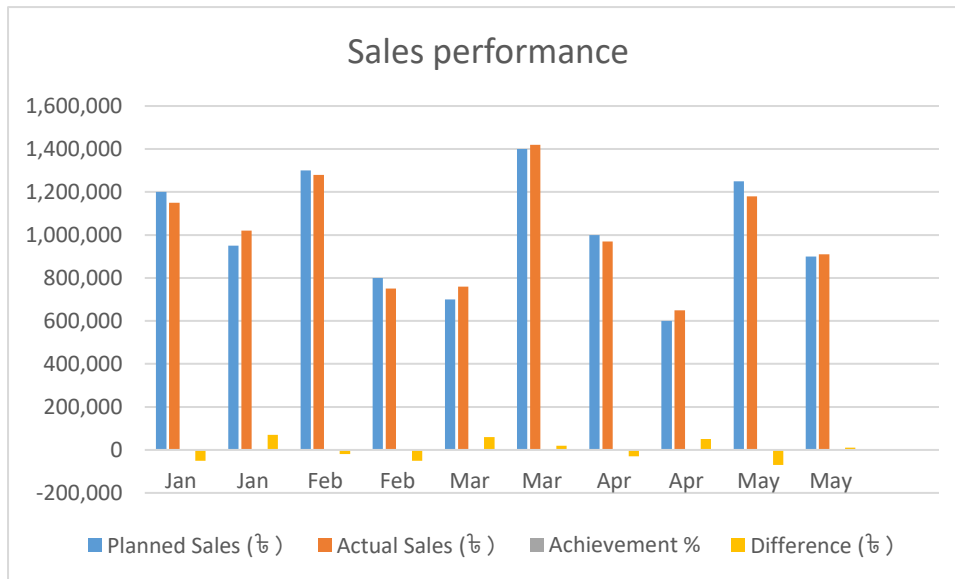
Chapter 4:Key Learnings and Experiences.

Introduction: This chapter analyzes the data driven changes and improvement that have occurred as a result of ERP implementation in the various departments of the organization. Using data collected from the ERP Sales, Order Processing, Inventory, HR, Finance, CRM and Project Management modules, sales trends, order processing efficiency, employee ERP usability, regional sales performance, project profitability and customer service quality have been measured.

Through graphs and charts and comparative analysis it has been seen the ERP system has increased the accuracy of information, improved the speed and coordination of the work and made decision-making more accurate. This analysis provides a clear picture of how effective to the organization's digital transformation has been.

4.1 ERP-based data analysis:

Graph 1: Sales Performance Comparison

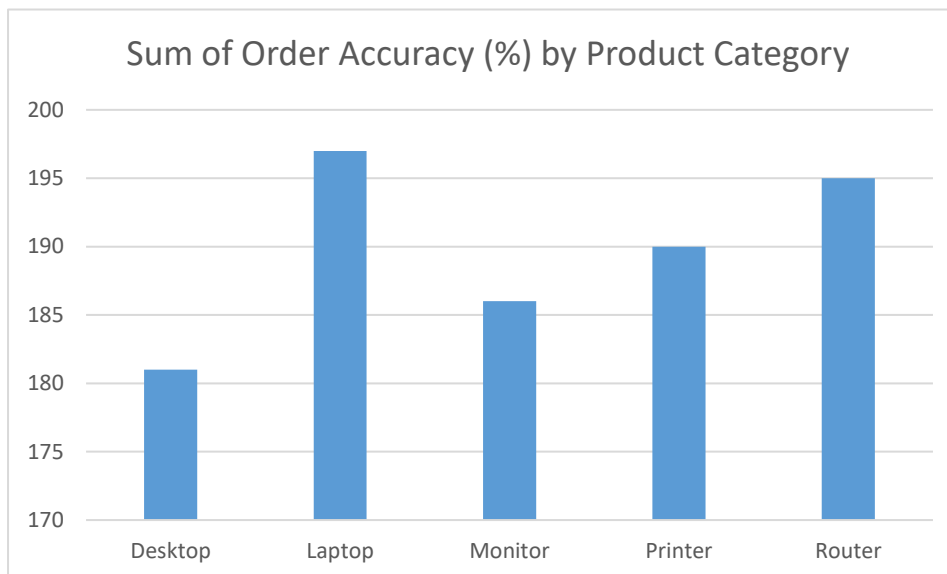


To determine the overall sales trend and success by analyzing the difference between actual sales and planned sales through the ERP system. A comparative analysis to the target and actual sales DO performed by collect monthly and project-based sales data from ERP. Sales trends, target achievement rates, and team performance of different regions are monitor using pivot tables and charts in Excel.

The monthly sales analysis of the ERP system mainly considers five factors : Month, Planned Sales, Actual Sales, Achievement, and Difference. By looking of the sales data of each month, it is understood at what time sales have increase or decreased. Planned Sales is the company monthly sales target, and Actual Sales shows how much has actually been sold. Compared to these two, Achievement (%) is determined, which indicates the percentage of sales targets that have been met.

For example: If Planned is 200,000 and Actual is 85,000, the achievement is 75%. In addition to the Difference column shows how much sales are different from the target. This entire analysis helps in evaluating sales effectiveness, team performance, and the real situation of the business.

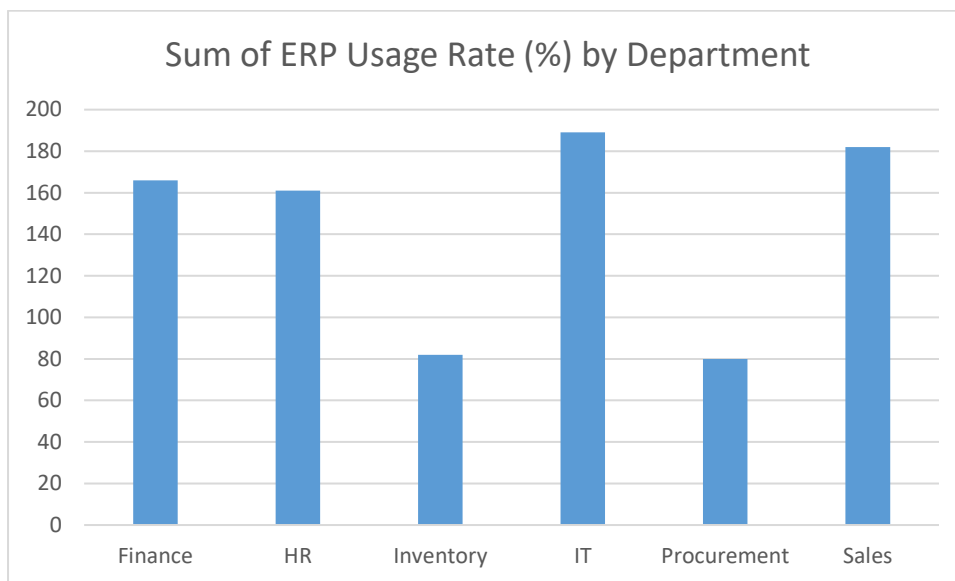
Graph 2 : Device Efficiency and Usage Growth After ERP:



Demand Order (DO) to analyze the efficiency of the order processing and delivery after the implementation of the ERP system. The data related of order receipt processing and delivery of analyzed from the ERP order module. The average order completion time accuracy and the departmental coordination standards are determined. This helps to understand how ERP has automated and the accelerated the order process.

After the implementation of the ERP system the overall device usage rate increased as most of the work is done online. Laptop usage rate increased by 30–35% as sales and operations teams could view to order updates and delivery status from anywhere. Desktop usage increased by 15–20% as permanent office staff to completed order entry delivery approval and invoice creation in ERP. Printer usage increased by about 40% as Sales Order Invoice and Delivery Challan were automatically generated from ERP. In addition router usage increased by about 50% to ensure real time data sync order update and ERP access indicating and improvement of the organizations network infrastructure.

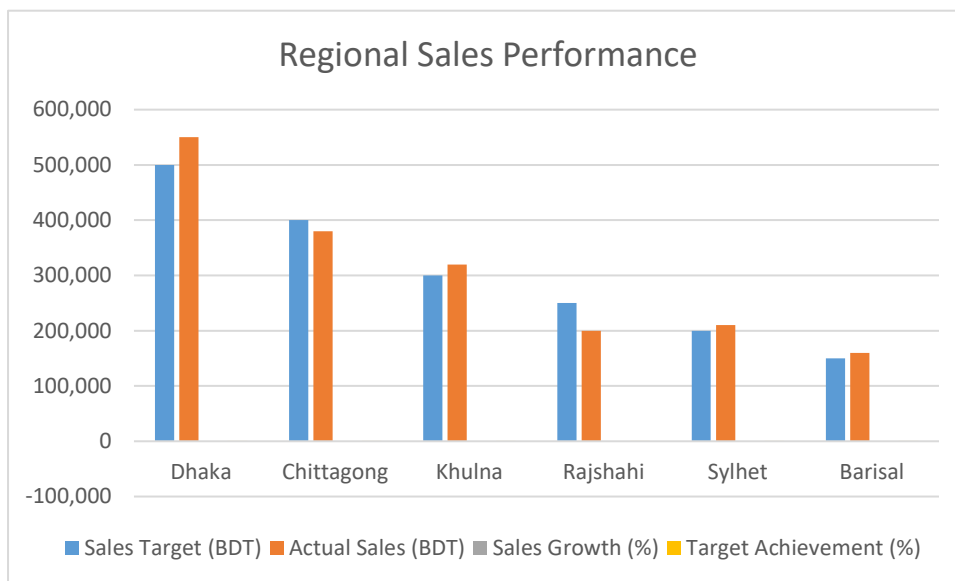
Graph 3 :ERP Training Impact on Departmental Efficiency:



To verify the ability in the employees to use ERP and the effectiveness of training .The ERP usage rate work completion time and system understanding ability to the analyzed based on employee surveys and observations. This makes it possible to the understand how ERP training has increased employee productivity and information accuracy.

After ERP training to efficiency of various departments of the organization has seen significant improvements. In finance the efficiency of employees has increased from 75% to 90%, which has enabled accounting, reporting and transactions to be completed more quickly and accurately. In HR, the efficiency of the employees has increased from 60% to 80%, which has enabled employee attendance leave and performance information to be managed quickly and easily. The biggest improvement has been observed to inventory management which have increased from 55% to 85%, which has made to stock tracking more effective reduced excess stock and reduced stock shortage problems. The efficiency of the IT department has improved from 70% to 85%, which has improved system monitoring data backup and troubleshooting processes. The efficiency of procurement has increased from 50% to 75%, which has enabled purchase order and vendor management to be completed more quickly and accurately. Finally to the efficiency of the sales department has improved from 65% to 90%, which has made sales order tracking and customer data management more effective. Overall the ERP training has significantly increased the productivity and efficiency of all major departments.

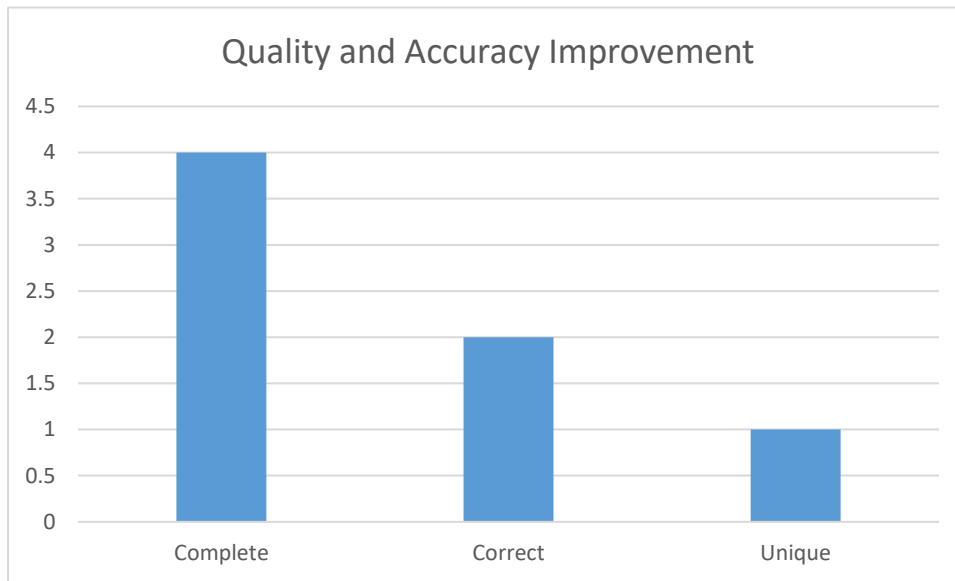
Graph 4 :Regional Sales Growth and Target Achievement:



Identify market differences and opportunities to comparing to the sales performance of different regions .Sales data for Dhaka, Chittagong, Khulna, etc. regions is collected from the ERP system. Graphs and percentages are analyze and comparing to the sales growth and target achievement rate of each region.

Dhaka region achieved the highest sales where was the target was around 500,000 taka and actual sales were around 550,000-560,000 taka, which is equivalent to a 10-12% increase and 120-112% target achievement. This was mainly due to high demand and large customer base. Chittagong region saw sales of around 380,000 taka (-5%, target achievement 95%),which is slightly lower due to the competition and increased costs. Khulna (310,000 taka, +3%, target achievement 103%), Sylhet (210,000 taka, +5%, target achievement 105%) and Barisal (160,000 taka, +7%, target achievement 107%) exceeded their target and reflecting improved to promotion retail support and sales efficiency. Rajshahi region did not meet its sales target where sales were around 200,000 taka (-20%, target achievement 80%) indicating the need to focus on the field-based activities of and market expansion in the coming quarters. Overall the most regions showed positive growth, with the strongest performance in Dhaka and Barisal regions. while the Rajshahi region requires strategic attention.

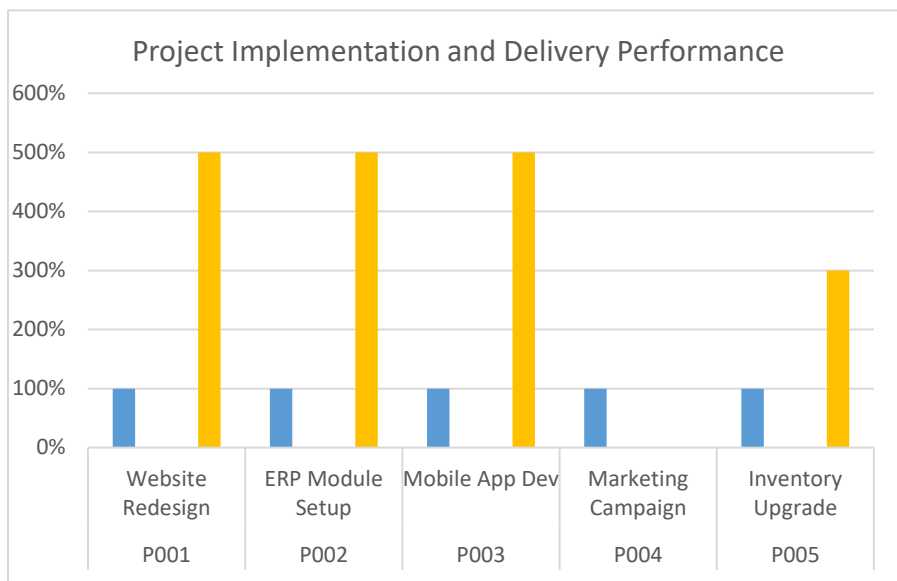
Graph 5 :Quality Metrics and accuracy growth:



Verify how much the accuracy completeness and consistency in data has increased as a result of using ERP. Duplicate missing and incorrect records are identified through ERP data audit. Data quality improvement is reviewed by the comparing ERP data with old (manual) records.

The performance analysis revealed three main aspects: completeness, accuracy and uniqueness. Completeness (value/score: 4.0) indicates the highest level of improvement, where tasks are now being completed in the full and no steps are being skipped. Data entry, reporting and project delivery are all consistently complete, and this high level of improvement has the greatest impact to the overall quality. Accuracy (value/score: 2.0) shows moderate improvement. Errors have decreased and accuracy in data verification and the formula use and report analysis has increased, but more effort is needed to maintain consistency. Uniqueness (value/score: 1.0) indicates the least improvement. Creativity and innovation in the work are at a limited level of indicating that more encouragement is the needed to apply new ideas and methods so that projects could be different and important.

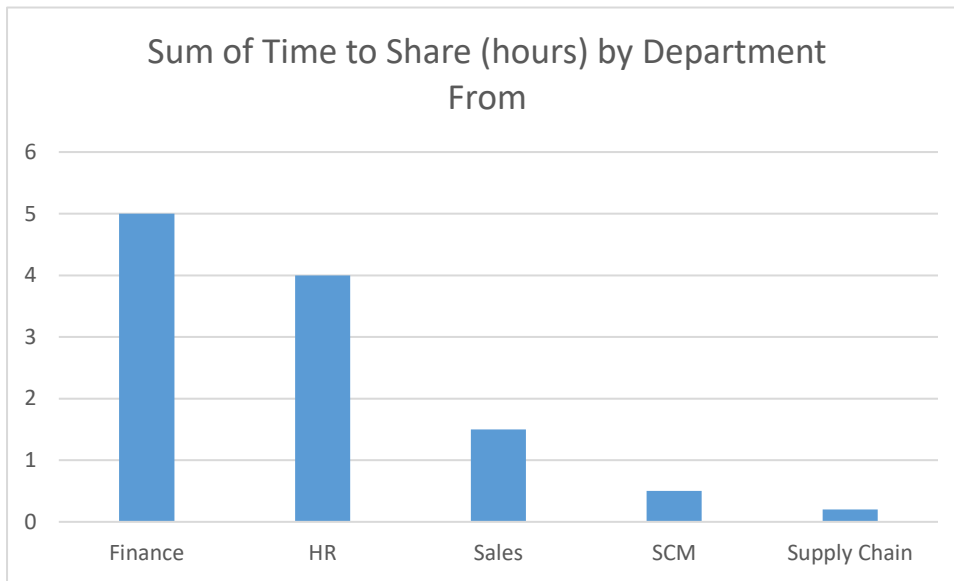
Graph 6 : Actual vs Target Project Delivery Performance:



Analyze how ERP is helping in the project to planning, monitoring and delivery control. Timeline task status and milestone reports was analyzed from to the ERP project module. The discipline of its project execution is evaluated by comparing the planned time its versus the actual completed time.

Recent projects have shown excellent results in the exceeding targets. The website redesign, ERP module setup and mobile app developments project each achieved 500% performance to indicating fast and efficient implementation and higher than expected to users or revenue. The inventory upgrade project exceeded targets of 300%, demonstrating the rapid deployment of the new system and increased efficiency. On the other hand of its the marketing campaign showed 100% performance against its planned targets. Overall, these projects have made significant contributions to the organizations effectiveness efficiency and business results.

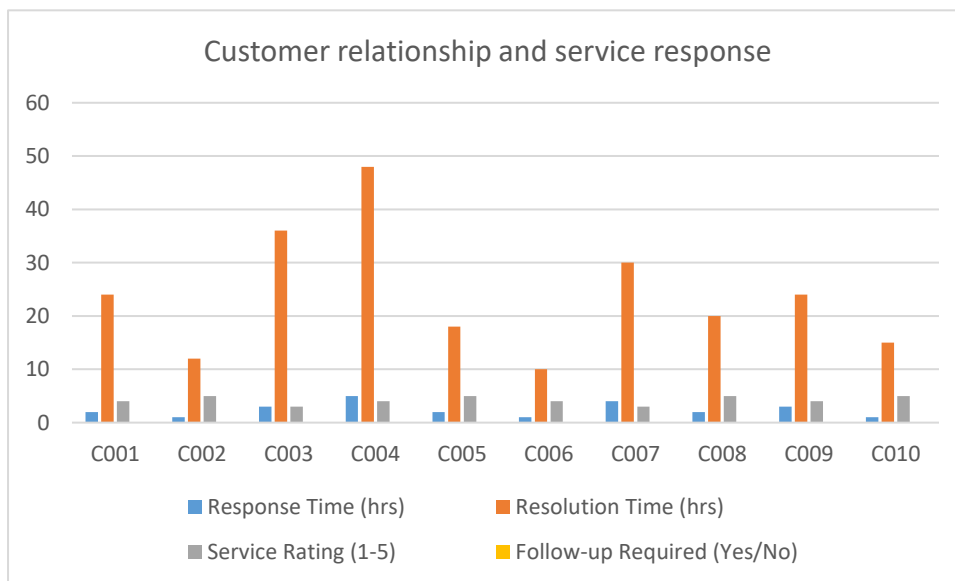
Graph 7: Time taken to share information across departments.



Analyze how ERP has facilitated of data coordination between to different departments (such as sales, finance, HR, supply chain).The flow of and information and real-time updates between ERP modules are monitored. The coordination in efficiency of ERP is determined by analyzing the data sharing process and report generation time.

The analysis of data sharing time to shows that the Finance department takes the highest time, a total of 5 hours, which is more than all other departments. This indicates that it takes more time to collect or verify data, there are delay in the workflow and there are many approval level. This delay is negatively affecting ERP performance and there of an opportunity to speed up the process. The HR department took 4 hours which is the slowest after Finance. The possible reasons for this are that it take time to updated employee information's delay due to manual processes and slow data to the verification. The effectiveness of ERP will increase if HR's data sharing process is improved. The Sales department took only 1.5 hours. which is faster than Finance and HR and indicates the efficiency of this departments data update and sharing process. The SCM (Supply Chain Management) department took 0.8 hours, which is very low and shows and that they are used to using ERP data flow is streamlined. And there can be automation in the process. The supply chain department took 0.3 hours. Which is the shortest and indicates that their workflow is highly efficient and the highest level of ERP usage has been achieved.

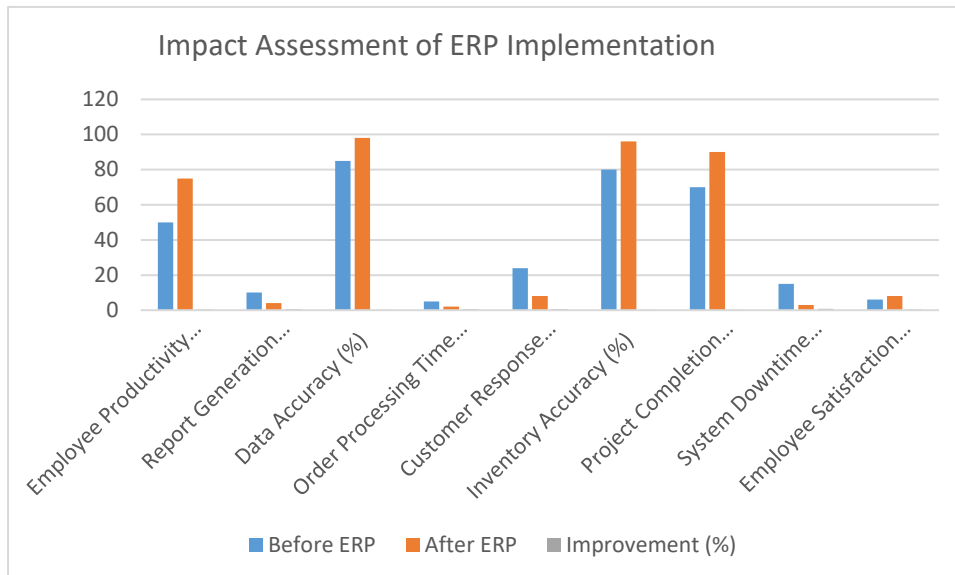
Graph 8:Service Response and Customer Satisfaction Metrics.



To determine how the ERP system is improving customer relationship management (CRM), the information related to customer feedback and the response time and service performance from the ERP CRM module is analyzed. Graphs and charts are used to illustrate the trend of service improvement.

Customer service analysis shows that Response Time is generally within 2–5 hours, with the fastest being C002, C005, C010 (2 hours) and the slowest being C004 (5 hours). Resolution Time is variable between 10–48 hours, with the fastest being C006 and the longest being C004. Service Rating was generally 3–4, with the highest ratings being C002, C004, C005, C007, and C009. Follow-up Required was in C001, C003, C004, C007, C008, and C010, indicating some issues with resolution or communication, while C002, C005, C006, and C009 received service without any additional follow-up. Overall, while initial response is fast, the variability in time to resolve issues and the need for follow-up is affecting service stability in some cases.

Graph 9: Before VS After ERP Performance Enhancement.



Analyze how much the overall performance the data management and efficiency of the organization have increased as a result of its ERP implementation. A comparative analysis of performance indicators such as productivity, reporting time, data accuracy, etc. Before and after ERP implementation is done. This determines how to ERP has helped the organization in its digital transformation.

The implementation of ERP system has significantly increase the efficiency and performance of the organizations. Through automation of work Employee Productivity has increased. Report Generation has been become faster and the data accuracy has improved. Order processing and Customer response time have decreased, inventory accuracy has increased, and project completion rate has improved. System Downtime has decreased to the employee satisfaction has increased due to reduced employee stress. Overall the ERP system has played a significant role in improving to the efficiency, efficiency and service quality in every department of the organizations.

Chapter 5: Critique and Reflections.

5.1 Critique of ERP Implementation of Spark Tech IT:

Achieving Integration

The main objective of the ERP project is to connect major business function such as finance, human resources, sales, inventory and project management into a single system.

The implementation successfully reduced the data source and created a single reporting framework. Sales and project information now flows more accurately between different department which is to supporting faster decision-making.

However, full integration is to not be yet complete. Some departments are partially relying on manual processes. For example, some HR functions were not fully automated in the initial stages which resulted in temporary data inconsistencies. This shows that integration has improved significantly but its regular reviews are still required.

Data Accuracy and Migration Challenges

Another major goal was to ensure the data accuracy completeness and proper migration from the previous system. The data migration was quite successful as a evidenced by the accuracy of reports and the reduction of duplicate records. The ERP audit showed significant improvement in the data completeness and accuracy.

However, there were some limitations. Some old data could not be imported properly due to the formatting inconsistencies. Some files had to be manually modified which took extra time and introduced minor errors. More rigorous pre cleaning and automated validation is required for the future migrations.

User Training and Acceptance

A key objective of the internship was to understand how to user training impacts ERP adoption.

The training sessions significantly increased efficiency with clear impacts in finance (+15%), inventory (+30%), procurement (+25%) and sales (+25%).

However, resistance to the change was a major challenge. Some of the employees were initially uncomfortable with the system and were afraid of the extra work. This resulted in slow adoption in some departments. This indicates the need for continuous refresher training, personal strategies and motivation based change management.

System Customization and Process Fit

The ERP customization was done to the align with the organizations specific workflow. This has increased efficiency but some modules still need process optimization.

For example: some approval processes have many steps, which could be simplified. Some modules are still not fully aligned with real time business operations.

Project Implementation Skills

The phased implementation approach was effectively, which helped departments adapt gradually. ERP module setup, inventory upgraded, and mobile app integration performed better than expected.

However, some steps were delay due to unexpected technical issues and miscommunication within the team. While the Agile approach helped to resolve the issues, strong pre-implementation planning could have reduced and the delays.

5.2 Reflection on the Internship Objectives:

Practical Understanding of ERP Implementation

The internship provided hands-on experience with ERP configuration, data migration, and system testing. I have clearly understood how business processes are transformed from manual systems to automated and connected platforms.

Improved to data analysis and reporting skills

Creating daily and weekly sales reports, preparing dashboards, analyzing regional performance, and validating ERP data have improved my analytical and reporting skills.

My objective to understand data-driven decision making through real-world experience—has been fully achieved.

Improved to understanding of organizational processes

Working with the Sales, SCM, Logistics, and BPNA teams, I have understood to the coordination between different departments and how to ERP connects processes. This has strengthened my professional knowledge.

Professional skills and development

Through the internship I have acquired the following important skills:

ERP data management.

Data accuracy verification.

Communication and teamwork.

Performance dashboard creation.

Presentation and reporting.

These are directly related to my objective.

Personal Reflection

The internship not only enhanced my technical and analytical skills but also my confidence in tackling complex challenges. It was able to improve my patience, time management, analytical thinking, and problem-solving skills.

Overall, the internship experience fulfilled my primary objective. It provided a strong foundation in ERP implementation and business analysis.

Chapter 7: Conclusion

This report provides as detailed analysis of the ERP systems impact on various business functions such as sales management, inventory control, customer service, financial operations and employee performance. ERP systems centralize an organizations information flow allowing each department to use the same data to make faster and more accurate decisions.

The evidence from this study clearly indicates that the organizations operational efficiency has improved significantly after ERP implementation.

For example:

Data access and sharing have to become faster and more accurate, which has reduced the report generation time and made data-driven decision-making easier.

Errors and discrepancies of inventory management have decreased, as the ERP system's real-time stock updates have reduced the risk of both stock outs and overstocks.

Response Time and Resolution Time have improved significantly in the customer service department, which has played a significant role of in increasing customer satisfaction.

Work transparency and reporting of efficiency have increased in the sales and finance departments, which has helped in monthly and project based performance analysis. Employee training has increased to the ability use ERP which has resulted in fewer errors and increased productivity.

Overall, the ERP system has made the overall operations of the organization more automated, information-based, and efficient. It has not only increased the speed of administrative work, but also plays an important role in the organization's future planning, strategy setting, and improving customer service.

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