



**Daffodil**  
*International*  
**University**

An Internship Report on Implementation Process in ERP Business Solution of  
Pridesys IT Ltd.

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## **Letter of Submission**

To,

Dr. Sayedul Anam

Associate Professor

Department of Business Administration

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Daffodil International University

Subject: Submission of Implementation Process in ERP Business Solution of Pridesys IT Ltd.

Dear Sir,

With due respect, I am pleased to submit my internship report titled “Implementation Process in ERP Business Solution of Pridesys IT Ltd.”, prepared as a part of the requirements for completing my BBA program at Daffodil International University. This report is based on the practical experience I gained during my three-month internship at Pridesys IT Ltd.

During my internship, I had the opportunity to learn about the implementation procedures of Enterprise Resource Planning (ERP) systems, including system configuration, client requirement analysis, module customization, and user training processes.

I would like to express my sincere gratitude for your continuous guidance, valuable suggestions, and support in preparing this report. I hope this report meets your expectations and reflects the knowledge and experience I have gained during my internship.

Sincerely,

Md. Naymun Hasan Nasim

Id: 212-11-6670

Major: Management Information System

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## Certificate of Approval

This is to certify that Md. Naymun Hasan Nasim, ID 212-11-6670, is a student of the Department of Business Administration, Faculty of Business & Entrepreneurship, Daffodil International University. Under my supervision, he has successfully completed his internship at Pridesys IT Ltd. and prepared this internship report titled “Implementation Process in ERP Business Solution of Pridesys IT Ltd.”

The information presented in this report is original and is based on practical insights and real-world experiences gained during his three month internship at Pridesys IT Ltd. The work reflects his understanding of ERP system implementation, including requirement analysis, system configuration, module customization, and user-level training.

Therefore, this internship report is hereby approved for submission and presentation at the internship defense.



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Dr. Sayedul Anam

Associate Professor

Department of Business Administration

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## Declaration

I, Md. Naymun Hasan Nasim, ID: 212-11-6670, hereby declare that this internship report titled “Implementation Process in ERP Business Solution of Pridesys IT Ltd.” is entirely my own work. The report has been prepared based on the practical experience I gained during my three-month internship at Pridesys IT Ltd.

All information presented in this report has been collected from direct observations, organizational documents, discussions with employees, and relevant secondary sources. I confirm that the findings, analysis, and descriptions included are original and reflect the real implementation practices followed within the organization.

I take full responsibility for the accuracy and authenticity of the content presented in this report.

*Naymun Hasan Nasim*

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Md. Naymun Hasan Nasim

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## **Acknowledgment**

Alhamdulillah, all praise to Almighty Allah for giving me the strength and patience to complete my internship and prepare this report.

I would like to sincerely thank my supervisor, Dr. Sayedul Anam, Associate Professor, Department of Business Administration, for his guidance, feedback, and support throughout this report.

My appreciation also goes to Pridesys IT Ltd. to provide me with the opportunity to complete my internship. I am grateful to the ERP Implementation and Support Team for their cooperation and for helping me understand the practical processes of ERP implementation, including requirement analysis, configuration, and user training.

This internship has strengthened both my technical and professional skills, and I am truly thankful to everyone who supported me during this journey.

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## **Executive Summary**

This report presents a detailed overview of my internship experience at Pridesys IT Ltd. Where I had a chance to learn about the organization, operational procedure of a tech company, inter department workflow, and flagship product of Pridesys IT Ltd. named “PrideErp”, that is an Enterprise Resource Planning solution for manufacturing industries and e-governance solutions. After joining there as an intern, I was able learn operations and ERP systems by a highly engaged training session from 14<sup>th</sup> May 2025 to 24<sup>th</sup> May 2025.

During my internship period I was assigned to the daily task within the department of Implementation and Support. By engaging in that department, I have learned about PrideErp and how different ERP modules work together integrated and opportunities to learn about the modules like sales and commercial, accounts, human capital management, procurement, inventory, marketing management, production, asset management etc. During my internship my focus is to learn about how ERP works and how it helps to improve efficiency and effectiveness of total operation in an organization.

The key purpose of this report is what I have learned about the ERP system, and my internship experience for that organization. Also, this report shows key findings and the final outcomes from my experience. This report will explain, company profile of Pridesys IT Ltd., ERP product description, structure of ERP system and use of ERP in business.

ERP system implementation makes a huge difference to an organization to their daily operations and data flow or operation. As an ERP system reduces the time of daily workflow, also we should keep in mind that end user training and ERP customization are the key areas of concentration. My internship experience connects me with real world business procedures, and it helps me to improve my technical skills, analytical skills and my communicational skills. Assigning with ERP implementation gives me a clear understanding of ERP system and how it contributes to modern business and increases its operational.

# **Chapter 1: Introduction**

## **1.1 Background of the report**

This is the age of data and digital transformation. All the business types among all the industries want an effective digital transformation and increasingly depends on digital transformation to streamline their operations and decision making. In this part Enterprise Resource Planning plays a very crucial role in core business process and as well as system. Pridesys IT Ltd. is a leading Bangladeshi software company, who pioneer in developing a implementation industry specific ERP business solutions in locally as well as globally.

In a growing economy like Bangladesh, now witness of a very impactful growth in this Information Communication Technology (ICT) sector. Both government and private sectors raise demand for customized software and digital solutions. In this context local software firms like Pridesys IT Ltd. play a vital role by providing cost effective, adaptable and industry specific business solutions to scale up domestic business environments.

Pridesys IT Ltd is Bangladeshi software firm founded in 2013 and established itself as a leading software provider in Bangladesh. The flagship product of Pridesys IT Ltd. PrideERP reflects that how ERP business solution can be strongly aligned with diverse industries like RMG, Textile, Manufacturing, E governance and Handicrafts.

This report is prepared as a part of my academic and practical study to understand, How an ERP system is developed, implemented and how it contributes to business process transformation and and increase operational efficiency. These reports will show how ERP system affects performance of an organization, inter department collaboration and decision making.

By exploring the Case of implementation of ERP this report aims to show how theoretical knowledge of management information system and enterprise integrated and aligned with practical applications in a real-world business context. I will highlight the swot analysis of ERP adaptation in an organization.

## **1.2 Rationale of the Report**

The rationale of the report is to understand how Pridesys IT Ltd. contributes to digital transformation by ERP implementation. ERP systems are basically implemented and adopted in large corporations, but in SME and traditional industry like handicraft remain untouched and

out of context. This report will bridge the gap that how PrideERP can transform traditional business operations into an efficient data driven business operational process.

As a part of real-life work and practical learning, this report shows how academic theories of business process management and management information systems aligned with real world business solutions like ERP. This report also shows how a home-grown technology firm can address both domestic and global business.

### **1.3 Significance of the Study**

This study is significant for several reasons.

Firstly, it shows that how a Bangladeshi software company has developed with a competitive edge in the local and international ERP market by developed and provide a customized, industry specific solutions.

Secondly, it shows how ERP implementation can increase and raise business efficiency, data flow and accuracy, decision making efficiency all over the manufacturing industry and governance.

This report also helps to understanding of ERP adoption challenges in developing economies like Bangladesh, where the resources, workforce training holds the digital transformation for the traditional business environment and unskilled employees.

Lastly, this report would be a reference for businesses seeking to implement ERP and researchers who are exploring ICT development and business process automation among the markets.

### **1.4 Objectives of the Report**

#### **Broad Objectives:**

To identify the contribution of Pridesys IT Ltd. in upscaling digital transformation through product, product development, implementation to business by its ERP, PrideERP.

#### **Specific Objectives:**

1. To identify the ERP structure, key features, product description of Pridesys IT Ltd.
2. To identify the implementation procedure and quantify key implementation challenges of ERP deployment in manufacturing and traditional sectors of Pridesys IT Ltd.

3. To identify the opportunities for further development and scalability of ERP solutions for local markets as well as global markets.

## 1.5 Methodology

To prepare this report, both primary and secondary data sourced and used to ensure a comprehensive understanding of ERP implementation procedure.

**Primary Data:** Primary data are collected through direct observation from each department's activities, discussion with ERP consultants, structured interviews with the implementation engineers and project managers involved in PrideERP implementation. These interactions provided practical and key insights of requirement analysis, system design, development of solution, deployment of solution, customization process, data migration to system, system testing and end user training.

**Secondary Data:** Secondary data collected from the company publications, official websites, annual reports, case studies and previous research related to ERP implementations.

The combination of these methods shows a strong understanding of How ERP systems like PrideERP are developed, customized, integrated, challenges and benefits into different types of business environments

## 1.6 Limitations

This report is prepared by best efforts, but several limitations were found while preparing the report.

- a. Access to some confidential data of company and some internal documents are restricted due to privacy policy of company
- b. Total analysis primarily reflects information from specific projects and specific departments which may not reflect all the operational area of a company.
- c. Time constraints are limited the scope of observations, especially around post implementation measurement matrix
- d. As a full ERP project is highly technical some of areas are addressed by simplified as academical context.

## Chapter 2: Company Profile

### 2.1 Evolution of Pridesys IT Ltd.

Pridesys IT Ltd. was founded in the year 2013 in the capital city of Dhaka, with the vision of “Digital transformation with Innovative Solution”. By Founding the company initially serves local e-governance solutions and as well as private firms in different industries. Along with this the company started to serve international clients all over the world.

In the beginning of the foundation, the company focused on developing customized ERP (Enterprise Resource Planning) products for the industries of Telecommunication, service and manufacturing such as Hospitality, RMG (Readymade Garments), Dyeing, Knitting, Woven, Textiles.

Over the past years, Pridesys IT Ltd. has expanded its scope to implementation and grab over the RMG Industries ERP market and E-Governance solutions with its advanced research and technology. According to the company overview, now it’s able to serve clients in multiple countries in different services like Lawyer Consultancy, Big Data, Machine Learning, IoT (Internet of Things), cloud migration services and Digital Blockchain.

The Corporate Office and R&D Center are located Sumona Gani Trade Center, Kawran Bazar, Dhaka, Bangladesh. By building a very strong team, continuously developing the product, offering diversified solutions in the market Pridesys IT Ltd. able to earn the recognition of quality of its products ISO 9001:2015 and ISO 27001 certification. Over the years Pridesys IT Ltd. able to establish itself a strong and credible position in Bangladeshi ICT sector and its beyond.

Pridesys IT Ltd. continuously grown itself a home-grown company driven by its ever-evolved innovation and digital technology in both local and global its solutions by the Bangladeshi business practices and solutions.

### 2.2 Mission Vision of Pridesys IT Ltd.

**Mission:** Pridesys IT Ltd. motives to offer markets a high-quality innovative IT solution that creates value for its customers and gives more competitive advantages.

**Vision:** Pridesys IT Ltd. wants to build and secure an industry leading position in the continued expanding ICT industry by providing cutting-edge technology solutions and services in the competitive local and global marketplace.

### **2.3 Core Values of Pridesys IT Ltd.**

- I. Pridesys IT Ltd. hardly follow openness to the team, honesty, and trust in both internal and external communication and interactions.
- II. All the members are viewed as single family members and strong bonding rather than considering everyone as co-workers.
- III. The Firm believes to continuously break its boundaries of updated technology and goals to provide clients with a unique solution.
- IV. Thus, the Pridesys IT Ltd. has its root in Bangladesh, but Pridesys IT Ltd. wants to meet a very strong international standard, wants to serve more international clients, export software and earn revenue.

### **2.4 Products of Pridesys IT Ltd.**

Pridesys IT Ltd. offers a diversive range of Digital Solutions, with its own flagship ERP suite named “PrideERP”, an integrated ERP suite developed to serve needs of RMG, trading and service sectors.

Along with this whole integrated suite, also it has individual Industry specific ERP modules such as

PrideHR- To serve and manage Human Capital Management and payroll system.

PrideCut- To serve and manage cutting production planning.

PrideTex- A solution for textile garments manufacturing management.

PrideVAT- VAT and compliance management system.

PrideCRM- Solution for customer relationship management and provide high values to them.

PrideTelco- Solution for telecommunication management.

PrideGov- Government sector automation solution.

Pridesys IT Ltd. Also offers an advanced service of Big Data analytics, IoT, Machine Learning, Cloud Migration, GPS Tracking and Blockchain Services.

Both these products and services enable organizations to improve their operational efficiency, streamline and smooth business processes and transform modern digital practices.

## **2.5 Services of Pridesys IT Ltd.**

Along with Products Pridesys IT Ltd. has its diversified services to meet needs of clients, such as ERP Implementation, custom software development, business process needs automation, IT consulting, IT infrastructure development solutions, custom mobile application development and custom web portal development.

The company also offers implementation and post implementation support services. Company also provides 24/7 assistance to ensure smooth operations and give high value to clients.

## **2.6 Strategy Framework of Pridesys IT Ltd.**

Since the foundation of Pridesys IT Ltd. They hardly believed and dedicated themselves to grab and adapted the dynamic updated global technology and followed the industry demand as well as market trends. The Firm secures its positions by focusing on sustainable innovation, industry specific excellence and maintaining a competitive position in the ever-changing IT solutions industry.

- I. The Firm always prioritize the future readiness of the core products, updated and transformed technologies by integrating AI (Artificial Intelligence), ML (Machine Learning), IoT (Internet of Things), Cloud Computing. The firm is not only just adapting to the technologies but has aligned these into the company's core services model, product architecture, ensuring clients receive modern, scalable, effective and efficient business solutions.
- II. In the market traditional firms offer a ERP solution for business but at this point Pridesys IT Ltd. has built its reputation by giving solutions to their clients a business tailored customized software that's why the product is more specific to the industries and as well as business. The product mainly has a dept focus in the Garments Sector, Textiles, Washing, Trading and Public Sector Enterprises. By analyzing the business firm able to design industry specific modules that meet unique business operational needs assessments and strongly empowering clients to achieve operational effectiveness and efficiency and business growth.
- III. By maintaining the international standards of an industry specific software and its delivery is basically the core value of Pridesys IT Ltd. The company able to earn ISO 9001:2015 and ISO 27001 for quality management and software security. This recognition of ISO helps the clients to rely on that partner committed to strong excellence and high data integrity.

- IV. With over 300 strong skilled professionals the company designed its culture, growth, unity, and innovation. Where each of the members is believed to be part of the family. Skill development, internal practice, knowledge sharing always drive the team forward, and align their personal and professional growth as well as the firm's mission.

## **Chapter 3: Internship Learnings Experiences and Responsibilities**

### **3.1 Internship Role and Responsibilities**

During my internship period I worked on Implementation and Support departments where I actively supported ERP project implementation and ERP post implementation support. Also, I was responsible for,

- a. Supporting project planning, execution, and monitoring.
- b. Maintaining project documentation and reports.
- c. Conducting system analysis, ERP module testing and data migration.
- d. Collaborating with team members, stakeholders, and clients.
- e. Participating in quality assurance and issue resolution.
- f. End-user training and preparing training materials.
- g. Providing regular progress updates and suggesting process improvements.

### **3.2 Important Learnings**

During my internship period I learned how ERP systems are aligned to meet an industry specific needs and work as a business solution. Also, I was able to develop very strong understanding of ERP software architecture, module to module integration, system data flow and implementation procedure of an ERP system to a specific business. The internship also helped me to build strong communication, analytical, and teamwork skills.

### **3.3 Rationale of Roles and Responsibilities**

The task I was assigned as an intern in that organization was connected directly to the mission and vision of the organization to provide efficient and innovative IT solutions to industry specific business. By assisting the implementation team, I contributed to working process documentations, workflow analysis, keeping data accuracy while migration and strongly follow the key aspects of successful ERP implementation.

### **3.4 Connection with Academia**

My internship serves as a bridge the theoretical and technical course work with Management Information Systems and real-world business applications. It integrates system analysis and design, database management, spreadsheet analysis, data communication, ERP and strategic

management directly with real world business. I directly analyze how these functions work together integrated with each other.

I gained experience in how this academic domain connected to support efficient business process. For example, how system analysis design is helped to analyze and build flow of a integrated system and how to collect development information of a system. I also got to know how spreadsheet analysis and data analytics helped businesses to faster decision making. I am also able to know how inter departments of an organization like finance, operations, supply chain, and customer service are sharing each data and rely on each other to make sure a smooth workflow.

This integration between academic knowledge and practical experience strengthens my MIS knowledge as a strategic resource.

### **3.5 Use of ERP Software in Business**

This is the age of technology, and we call that data is the new currency. So, every domain has need of digital transformation. Along with this in modern business An ERP software take a good stake by integrating various business functions in a single line. It saves time and increases efficiency highly by ensuring real time update and access to the core info.

The biggest benefit of using an ERP software is data centralization. This feature eliminates the duplication of data, ensures high consistency across to the module. For example, when a order is confirmed from the Marketing and Business Development Department it hits the data to its store inventory level, production module, manpower requisition to the IE module, and by the business analytics using matrix and DAX it forecast the production and delivery of final goods. So, before using the ERP in business this crucial job can be done manually, it takes a huge amount of time and approval delays.

The functions of AI enabled business intelligence able to make customized dashboards which help managerial level personnel to make effective decisions and get to know about real time update that's going with the business.

Lastly, ERP software has made business digital backbone and helps to scale the growth of an organization. It improved the inter-department collaboration and transparency which enabled strategic decision-making, long-term efficiency and competitive advantage to the rivals.

### 3.6 Structure of ERP:

Structure of an ERP is basically broken down into many ways, backbone is built with core components which include the core architecture of software, then comes the modules, then consideration of how to integrate the module and manage how to automate within organizations.

**Module Functionalities:** As mentioned, before PrideERP is designed module to module and maintain internal integration. Each module has different types of workflow management as requirement of the business process.

- i. **Digital Office Management:** Digital Office management can help to maintain the office document in an organized way, maintain a digital office noticeboard, employee task assignment and monitoring, Internal communication, Item requisition and all the regular office works.
- ii. **Human Capital Management:** From recruitment to the final settlement all this workflow could be done by this module.
- iii. **Procurement:** Procurement modules handle all the workflow of purchase in an organization both local and foreign.
- iv. **Material Management:** Material management can handle and oversee the stock, improving production and warehouse management.
- v. **Production Management:** Production Management module can handle all the procedures of production from the raw material demand requisition to the final product packaging. For industry specific solutions like PrideERP cover work orders, machine management, real time
- vi. **Accounting and Finance:** Feature like general ledger, asset depreciation, income statement and multi-currency supported reports and dynamic interaction with other modules enable a future ready accounting system and helps to improve manual work procedure.
- vii. **Customized BI Report:** All the modules support custom BI report builder and custom dashboards that help to better decision making.

**Integration Layer:** This part has done a very crucial technical job; it connects all the modules that maintain the data flow to each other across the departments. This layer ensures that can change in one module automatically changes to another module in real time. For example, purchase hits on the accounts, payroll hits on the accounts.

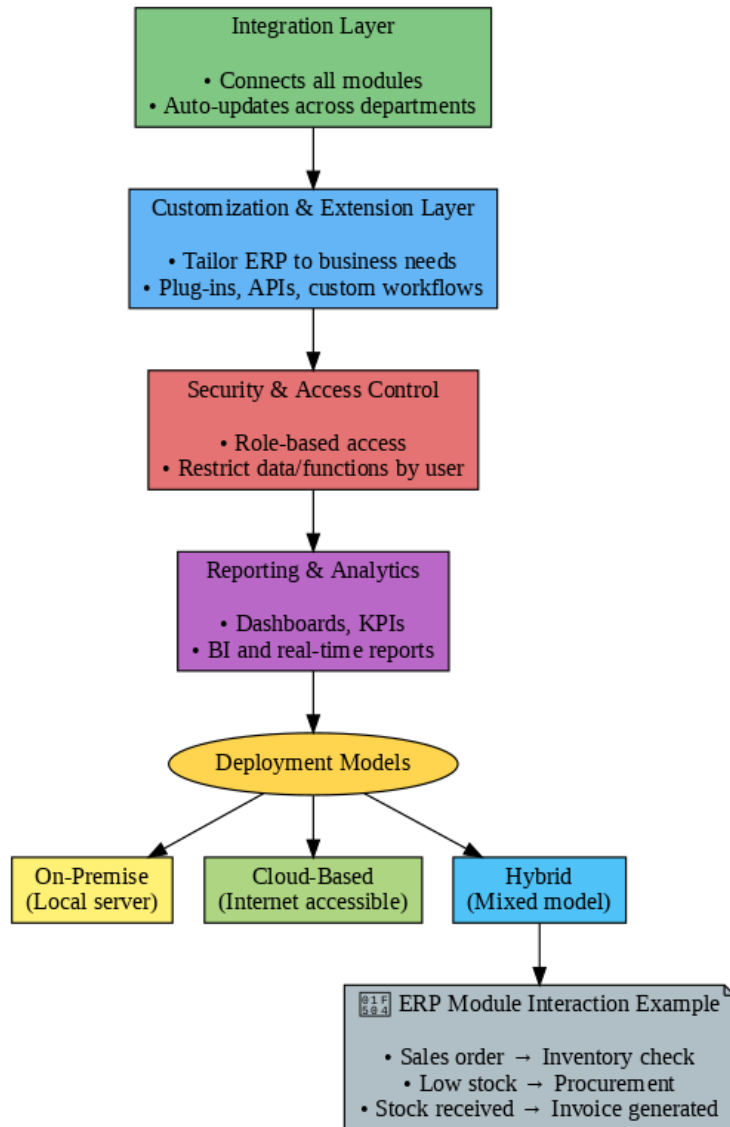
**Customization and Design Layer:** This layer maintains the changes that are needed from business to business and ensures the eligibility of the core product by aligning with business.

**Access Control:** This layer ensures role-based access that reflects that only the authorized person can access the specific and exact data or exact function. Such as HR personnel can't see marketing data.

**Business Analysis:** An AI enabled reporting tool to provide real time report and data as needed, data hits into dashboard and Business intelligence for better decision making.

**Deployment Layer:** This feature differentiates the end functionalities structure to structure. Such as first the development goes to the local server. Then after checking the output, it goes to the cloud server. Then the end user can view it.

**Figure 3.1 : Data Flow of PrideERP**



### 3.7 Product Description:

PrideERP is the flagship product developed by Pridesys IT Ltd. Basically PrideERP is an enterprise resource planning solution for the manufacturing industry. The product PrideERP is designed with an integrated system to align a single line by all major business departments. All the departments are considered as a single module. All organizational workflows can be maintained from bottom to the top by those modules. Modules like finance and accounts, procurement, inventory and production, human resources and analytics are integrated in a single framework.

### 3.8 Features of PrideERP:

- i. **Business Process Automation:** PrideERP merged all the core business operations and processes such as purchase, inventory, accounting under an integrated system. By this from the internal requisition submission to purchase and bill payment this structural procedure can be handled on a single platform and at a time. No prior paperwork, from one table to another table, couldn't be needed. Also, it's able to real time visibility of the work process.
- ii. **Industry Specification:** The product offers industry specific tailored solutions for the business.
- iii. **Monitoring and Control:** Anyone can access monitoring both remote and desk view to the system and get to know about real time updates by different types of report, flows and dynamic dashboards. Also, the management can get to know about the production performance and financial transaction from anytime and anywhere.
- iv. **Deployment of Module:** Both cloud and application can be deployed at a time for fostering business growth in any organization. It can be deployed any modules as business process required.
- v. **Analytics and Business Intelligence:** By default, PrideERP endorses business intelligence tools that help to make more effective decisions that helps to more growth and profitability. Analytical tools like forecasting help to analyze risk factors. The product basically makes the raw data into an actionable insight that improves decision making in all the departments of an organization.
- vi. **Security:** As the product is for manufacturing industry it is very important to secure all the data from the security breach. The product model is ensuring that, by user access control that can be prevent confidential organizational data, features like audit logs, digital footprint helps to maintain the control of product and the regulatory of the product PrideERP.

### 3.9 Example of assigned tasks

Contributed to module documentation: During my internship I was assigned to keep documentation of module to module. From working process documentation, then turn it into process flow then create task for development after development testing the module then user training then go live with the module.

Assisted ERP consultants: During internship I also assist in ERP consultation by providing user training and post go live support.

Data analysis: By analysis the business data make sure to increase business efficiency and making effective dashboard to help on decision making for management.

### 3.10 Use and value for organization:

The product hardly maintains the workflow of industries like RMG and Handicraft. Which can help to reduce downtime and better wastage management. Additionally financial and production data always secure faster decision making. Alone with the faster decision making the product also helps with cost cutting and profit maximization. PrideERP able to measure operations and customize and redesign the operational plan at any time.

The product PrideERP stands out as home grown company that means it able to adapt local business procedures, language, regulatory obligations that help to make them stronger than other global solutions. Also proven track record of successful implementation, client recognition in the ICT sector helps to stand out. One of the other competitive advantages that they eran that is module wise flexible deployment makes themselves more suitable to their clients.

**Figure 3.2: Production Module Workflow**



### 3.11 Implementation Procedure:

While implementing ERP in an organization it follows SDLC means software development lifecycle for development and Project Management for Implementation. Where from the

requirement analysis for building the software, total planning for building and deployment of the software, design of the interface and architecture, development of software, testing and deployment of the software whole things done by SDLC. On the other hand, total implementation procedure was done by a full project management that manages documentation, communication of stakeholders, training, data migration and post implementation support.

**Figure 3.3: Software development lifecycle**



Firstly, implementing scope defines the highest priority. The outcomes get that which module you need first then which module needs in order later. Always keep in mind while scope defining no overload in the first phase.

Secondly, before going live with the module and product, you need to map existing business procedure that goes which order in ERP flow, Then data migration and Training Matters.

Thirdly, As the PrideERP is a customized ERP software so many customizations needed while upgrade and maintenance by the requirement of users and clients. One thing is hardly considerable that custom will deploy when its added values.

Fourthly, If the business has any existing solution, then it will be integrated with the existing system by connection API and run a smooth procedure with no data losses.

Fifthly, When the products are ready for deliver, it delivers to its user by conducting training and whole training there have some requirement to make changes in software that done by the change management and both parties decision.

Sixthly, the deployment infrastructure like hardware availability is needed to be going live with the solution as well as PrideERP.

Seventhly, we need to be assured of post going live support for fixing bugs and avoiding wrong work procedure.

Eighthly, always need to measure and show how much time the solution saves, helps in decision making and profitability, total inventory turnover, lead time reduction and cost saving. This performance matrix helps to calculate ROI of ERP implementation.

#### **Module Implementation Benefits:**

**Sales and Commercial Module:** This module mainly manages the order processing, records and manages merchandiser quotation, customer and buyer communication. After implementing the module, the organization enjoys a significant impact in order fulfillment time, improved in quotation negotiation, accuracy in pricing and better tracking systems of order. A notable thing is like nonstandard order types, many sales were custom made or based on seasonal demand, which are required a customized workflow. The sales module includes accurate variable processing options that include pre-configured in ERP that the order processing is quick and easy on those types of order.

**Accounts and Finance Module:** After implementing the new ERP system, this module brought automation to previous manual bookkeeping. Especially financial reports are previously taking a day to complete now it can be generating in a minute with just selecting the requirement. During early ages the company faces challenges among reconciliation, which are often incentive based or per piece. This exceptional costing procedure required additional configuration in chart of accounts. This shows that need for financial module to be flexible to do industry specific compensation practices especially in these traditional domains.

**Human Resources Module:** Implementing ERP helps to manage employee data. Employee Records, attendance, leave tracking, and compliance management were centralized in this module. This feature helps to reduce uses of paper files and long spreadsheets.

Additionally, the HR module in Handicraft industry has some unique challenges. First, workers are not regular employees, everyone has different types of salary structure based on the article, production procedure contract based and seasonal workers. Managing this difficult type of employment agreement requires some additional customized fields for processing them. After giving this customization to them in pre-build they get standard solution packages that increase efficiency. As they are getting automated salary process, employee centralized attendance procedure, automated reporting and manpower cost analysis.

**Procurement Module:** This module improves purchase planning, supplier management, raw material tracking. After implementation of this module, they become more predictable with real-time insights.

In traditional procurement systems are often relationship, informal and local suppliers and flexible terms. Now the standards of ERP purchase approval system, document flow clashed with the fast, informal decision-making culture. This could be simplified by role-based approval chains.

This case shows positive ERP outcomes and traditional adjustments to procurement methods.

**Inventory Module:** Inventory module has the most significant impact. Before ERP implementation, the company struggled with stock visibility, leading to overproduction or understocking of key items. After ERP implementation, stock mismatches were reduced by over 60%, and staff could track item locations and reorder levels in real-time briefly. However, inventory units were often non-standardized items varied in design, size, or finish even within the same SKU. As a result, the system needed to support batch-level tracking and attribute-based classification such as wood type, color variants and ERP improve the procedure in that way.

**Fair Shop Module:** The Fair Shop Module is a retail outlet located on the company premises; it was integrated into the ERP. The procedure of this business model is like the employee can purchase a certain amount of money from their salary portion in credit. The product price of fair shops is below the MRP. Lastly the purchase amount is deducted from their salary at the

end of the month. The module allows daily sales, inventory tracking, and POS (Point of Sales) functionality.

This reflects how ERP can blend and flexible and easily controlled without compromising the data integrity.

**Table 3.1 : Benchmark of PrideERP Implementation**

| <b>Benchmark</b>                   | <b>PrideERP Implementation</b>                       |
|------------------------------------|--|
| <b>Customization</b>               | High (tailored to workflows as business to business) |
| <b>User Training</b>               | Conducted with follow-up support                     |
| <b>Data Migration</b>              | Automated + Assisted by vendor                       |
| <b>Post-Implementation Support</b> | Strong, via local ERP partner                        |
| <b>Resistance to Change</b>        | Moderate, addressed via training                     |

## Chapter 4: Critique and Reflections

### 4.1 Findings

- a. Integrated Business Workflow: ERP interconnect all business Functions like Marketing, Human Resources, Production, Accounts, Finance, Supply Chain, Procurement to smooth inter department operation and maintain operational data flow.
- b. Improved Operational Efficiency: Automated organizational workflow significantly reduces all the manual tasks, tasks processing time, and reduces work errors and data errors.
- c. Better Data Accuracy and Visibility: Centralized data systems always improve reporting, tracking and decision making for both management as well as end users.
- d. Dependency and Training Gap: End User has lack of technical knowledge, that's why heavily depends to support team.
- e. Customization: ERP system's effectiveness and efficiency will depend on how much it is customized and tailored with different types of business and operational practices.
- f. Implementation Challenges: Data quality, access, change management and time constraints are the key challenges of a ERP implementation.

### 4.2 Recommendation and Challenges

- a. Effective Training Management: Specific role-based user training could reduce dependency on support team and help to improve efficiency of end users.
- b. Data Quality: An improved strict data validation rules and periodic data can reduce data error.
- c. Improve Customization Process: A detailed deep requirement analysis can help to align closely with organization.
- d. Change Management Effort: Promote awareness and engagement activities to make the system friendly to its users.
- e. Performance Monitoring Tools: Use dashboards and analytics to track system usage of a user and improve decision making process.

f. Integration of AI: As PrideERP now tracks sales data so integration AI could help with demand forecasting that will ensure the smooth supply chain and reduce costs of production.

g. Mobile Application Expansion: As lack of desktop access on the production floor a mobile application development can help to collect real-time data to analyze production procedures more accurately.

h. SaaS Model: To scale effectively on the global market Pridesys IT Ltd. should focus fully on cloud native SaaS model. This will reduce deployment time by eliminating on site server setup.

Challenges that were faced initially affected workflow efficiency and slowed the overall adoption process.

- i. User resistance: As many users hesitate to transit from manual system to digital system.
- ii. Data inconsistency and error: User resistance is becoming the cause of data inconsistency that they are not interested in inputting data on live as well as parallelly to manual system and digital system.
- iii. Delayed response: Sometimes delayed response from the management level for pending decisions. For example, HR department delayed timely updates related to user accounts, access rights, and organizational changes. However, the issues were solved by workshops, discussions and ongoing support from ERP consultants.

### **4.3 Conclusion**

Internship experience at Pridesys IT Ltd. is a comprehensive learning experience for me that is successfully able to meet primary objectives, gaining practical knowledge to ERP implementation processes, understanding organizational operations and workflow integration and developing my analytical and problem-solving skills in environment of real-life business. Because of direct involvement in ERP implementation related activities, I able to know how digital transformations impacts in business operations and how customized software enhance operational efficiency faster.

Through this internship, I gained in depth knowledge of ERP systems, particularly the software structure, software functionalities and implementation phases of PrideERP. I learned how different modules of an ERP work together to create an efficient organizational process. I developed an understanding of key concepts like business process mapping, system building, customization, testing software, data gathering and migration, user training and post

implementation support. These experiences strengthened my ability to understand business requirements and provide technology driven solutions.

Lastly, this internship helped me in dynamic ways to align my academic and professional aspirations. It gives me the courage to explore broad areas of ERP system analysis, business process improvement and data driven decision making. Both technical and managerial insight gives me experience and inspires me to pursue career in enterprise solutions, business consulting, business analytics domain. Overall, the internship enhanced my proficiency in theoretical and technical areas and gave me a solid foundation for future growth in the following domain.

## Chapter 5: Implications

While I was doing my internship at Pridesys IT Ltd. I was able to apply many theoretical concepts that I had learned from my academic studies on Enterprise Resource Planning, Database Management, System analysis and Design, Operation Management. My academic knowledge like database management helps me to understand how to manage data flow to the system. How data can be stored in system by logic. How different data models are work integrated in a system. Enterprise resource planning helps me to understand how to build a system by analyzing a business. From my internship experience I had the opportunity to learn about,

- a. The implementation process of an ERP depends on process mapping, system building, testing, data migration and training before going live.
- b. Proper user training and feedback are key drivers for successful implementation.
- c. ERP system enhances the accountability and transparency of a workflow.
- d. Every error should be handled very carefully and fully because it could be the cause of destroy the whole system.
- e. Effective communication between business consultants and technical teams drive successful system building.

Some of the challenges that I faced during my internship such as the system structure is very technical thing it is very difficult to understand. Then again working with live business data requires extreme attention and confidence. Some areas need extreme coding and access are limited to senior developers that basically limited my hands on experience in extreme coding.

I have overcome these challenges through observing the business process and solution for that, self-learning any by asking questions to senior consultants and developers. I also keep notes of every process such as workflow, customization logic. Overall, this experience helped me to grow robust skills in problem solving communication and analytical skills.

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