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What types of companies are most likely to adopt cloud-based CRM software services? Why? With CRM and ERP, a business can be up and running with the software quickly which less need for in-house IT staff or high levels of technical skills, and things like security and upgrades are looked after by the vendor. This is because the difference between cloud and on-premise is that cloud-computing makes your software an operational expense rather than a capital spend. Some businesses prefer a capital spend and to 'own' the software. Others prefer an operational cost, as with the cloud. Many mainstream business software vendors are working to transfer their traditional on-premise applications in to the cloud. From a technical point of view, it is not as straightforward as it may first appear. What companies might not be well-suited for this type of software? Companies which might not be well-suited for this type of software are those companies from small to middle-sized companies.

Large firms in fast paced evolving industries are also not suited for ERP and CRM cloud-based software. Employees must learn how to perform a new set of work activities. This requires new organizational learning and provides training for them. Companies that are unable to accept the changes and also provides training for their employees will be not be suggested to use this type of software. For the vast majority of businesses, modern commercial cloud applications provide exceptionally high levels of security, including data protection and back-up, and are usually more secure than the majority of on-premise applications.

Q2: What are the advantages and disadvantages of using cloud-based enterprise applications?

Advantages of using cloud-based enterprise applications:

Removing the hardware and all the complications attached with it for example the cost of maintaining the hardware, the risk of hardware failure, and the cost of hiring personnel required to handle them The beauty of cloud computing technology is its simplicity, the fact that it requires significantly fewer capital expenditures to get up and running. Cloud computing infrastructures offer much greater scalability, complete disaster recovery, and impressive uptime numbers. Disadvantages of using cloud-based enterprise applications: A constant internet connection is required. Without the internet, you cannot access your data or application Lack of control over data, system performance, the ability to audit or change processes. Potential inability to see who is viewing / accessing your corporate data. Q3: What management, organization, and technology issues should be addressed in deciding whether to use a conventional CRM system versus a cloud-based version? Management:

Service Level Agreements(SLAs); there is lack of SLAs concerning ERP and CRM cloud based solutions and of methods to ease their respective verification. Risk Assessment: it is hard to assess the risk when the company does not own the infrastructure that supports the ERP and CRM systems. Dependability: companies using cloud based CRM and ERP solutions might become dependent of their providers since they do not store the data, and

might not be able to easily export it to another system if required.

Organization:

Human Resource Optimization: while traditional ERP and CRM solutions demand for technical staff, cloud based solutions allows to optimize HR to focus on operation.

Technology:

Security; using the web as infrastructure, cloud based ERP and CRM solutions suffer have difficulties in offering security comfort to companies that own sensible data. Availability; due to the web failure tolerant model, cloud based ERP and CRM solutions suffer from availability issues that might cause business operation failures..

1. What kind of open source offerings does the company offer, if any?

Describe some of the features. Acumatica:

The open source offerings acumatica offers are:

1) Customer Management Suite: The customer management suite provides a web-based customer relationship management (CRM) application for managing leads, contacts, opportunities, and business accounts. some of its features include; sales automation which helps improve information flow, reduce sales cycles, increase close rates, and improve sales efficiency. Marketing automation which provides tools to manage leads, improve conversions, measure campaign performance, communicate with contacts, and improve productivity.

2) Distribution Management Suite: For managing the complexities of distribution such as purchasing, ordering, tracking inventory, filling orders, and delivering customer support. Some of its features include; Order management which allows you to optimize the way you enter and fulfill sales orders. Purchasing management which automates purchasing processes and reduces the cost of acquiring materials. Requisition management which allows you to organize and simplify complex distribution processes involving multiple products and suppliers.

Compiere:

The open source offerings Compiere offers are:

Compiere erp software: Compiere is the leading cloud-based, open-source erp software and customer relationship management (CRM) system.

Compiere solutions provide businesses, government agencies, and non-profit organizations with easy, flexible, low-cost access to rich functionality for managing all financial, distribution, sales, and service processes. With Compiere, customers can easily and affordably customize the solution to fit their business requirements with no or minimal programming 2. Towards what types of companies is the company marketing its services? Acumatica markets its services mostly towards small and mid sized businesses which have diverse needs and require the necessary flexibility whereas Compiere solutions serve the needs of small local organizations, as well as large, global enterprises in distribution, retail, services and manufacturing.

3. What other services does the company offer?

Apart from the ERP and CRM offerings Compiere offers a broad range of

support, training, and professional services in order for customers to get the most out of Compiere ERP and CRM solutions quickly and efficiently.