ABSTRACT

This study aimed at examining the impacts of information technology in business processes. The study examine the use of IT in management, operation and support, its importance, limitations and the ways to overcome the limitations exist. A case study methodology was used and questionnaires were distributed to 14 officers selected from senior members of staff, IT staffs, management, sales and operation. Observations, documentary review were carried out and interviews were conducted to substantiate data gathered from the questionnaires.

The study revealed that Coca- cola has inadequate IT experts to support those staffs who have little knowledge in using computers during different business processes. The study reiterate the call for training session to people with little knowledge so as to increase effectiveness on business processes. Furthermore the study recommends that Coca- cola company has develops infrastructure to make processes flow smoothly by acquisition of more computers with high capacity. In addition the company has maintain its standby generator to address the challenge of power crisis. Lastly, the study advices the company to use obtained profit to acquire more information technology facilities and equipment's. since the cost of acquiring was high and it cannot be available at the beginning.

Information technology can also improve business processes by having updated database, where each and every information should be incorporated. Additionally, by launching the system of ordering goods from the internet, where customer can press order through internet. designing of website which provide information to users about the products available. nevertheless, it was observed that usage of information technology leads to high quality products, minimization of cost and short time spent. Lastly the study concluded by accepting the relationship between information technology and business process reengineering,

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