ABSTRACT

Enterprise Resource Planning (ERP) software become popular in many organizations since the packages integrate information and information based processes within and across functional areas in an organisation. Although ERP systems bring competitive advantage, many organizations there is high failure rate in the implementation of such systems.

This dissertation will concern with the assessment of ERP implementation challenges and prospects. Comparative the case study approach using questionnaires and interviews and document analysis was used to presenting the issues concern ERP implementation challenges in an organization.

In the Literature Review an endeavour was made to study and provide an overview of the main contexts of the problem. The literature shows number of strategies, challenges facing ERP implementation and technical support type. Research gap is also presented.

During data collection 45 respondents' complete questionnaires out of 50 respondents' and 5 interviews were conducted at SCI Tanzania Ltd concern the implementation strategy, challenges during ERP implementation and technical support.

The Parallel approach were perceived to be the implementation strategy used during module implementation while data migration and customization are the main challenges facing SCI Tanzania Ltd during ERP implementation however SCI Tanzania use system vendors for technical support and knowledge transfer.

Then this study propose a guideline for Effective implementation of ERP system and

Finally, conclusion and recommendations are made to follow the guideline of effective implementation so as to avoid failure of the implementation project