Enterprise Resource Planning (ERP)

What is Enterprise Resource Planning?

It is an extensive information system that coordinates the day-to-day operations and responsibilities of an institution and the resource required for this as well as facilitates workflows and streamlines information flow.

Because the ERP system uses a Centralized Database and a fully computerized process, it creates a consistent, organized and sustainable working environment for users.

The main reasons for the implementation of ERP in Ethiopian Electric Utility:

• To streamline customer service

• To increase performance and productivity

• To organize information

• To coordinate various activities and procedures;

• To ease the workload for managers and staff:

• To create a standard working relationship

• To reduce costs

• To use advanced technology and

• To avoid problems quickly

Our company is at the final stage of designing and implementing an information technology infrastructure implementation program to modernize services to our customers. With the help of latest software, the application will make the services available to our customers more transparent and efficient and facilitate accessibility. Professionals from our institution who are implementing this to the required level are being trained on Enterprise Resource Planning (ERP) capacity building at all levels.