

# Enterprise information system

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Automated business processes



# ENTERPRISE INFORMATION SYSTEMS

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By Qualified Chartered Accountants having many years of work experience in Multinational Companies in Enterprise Information Systems.

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## Categories of Business Processes



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# OPERATIONAL PROCESSES

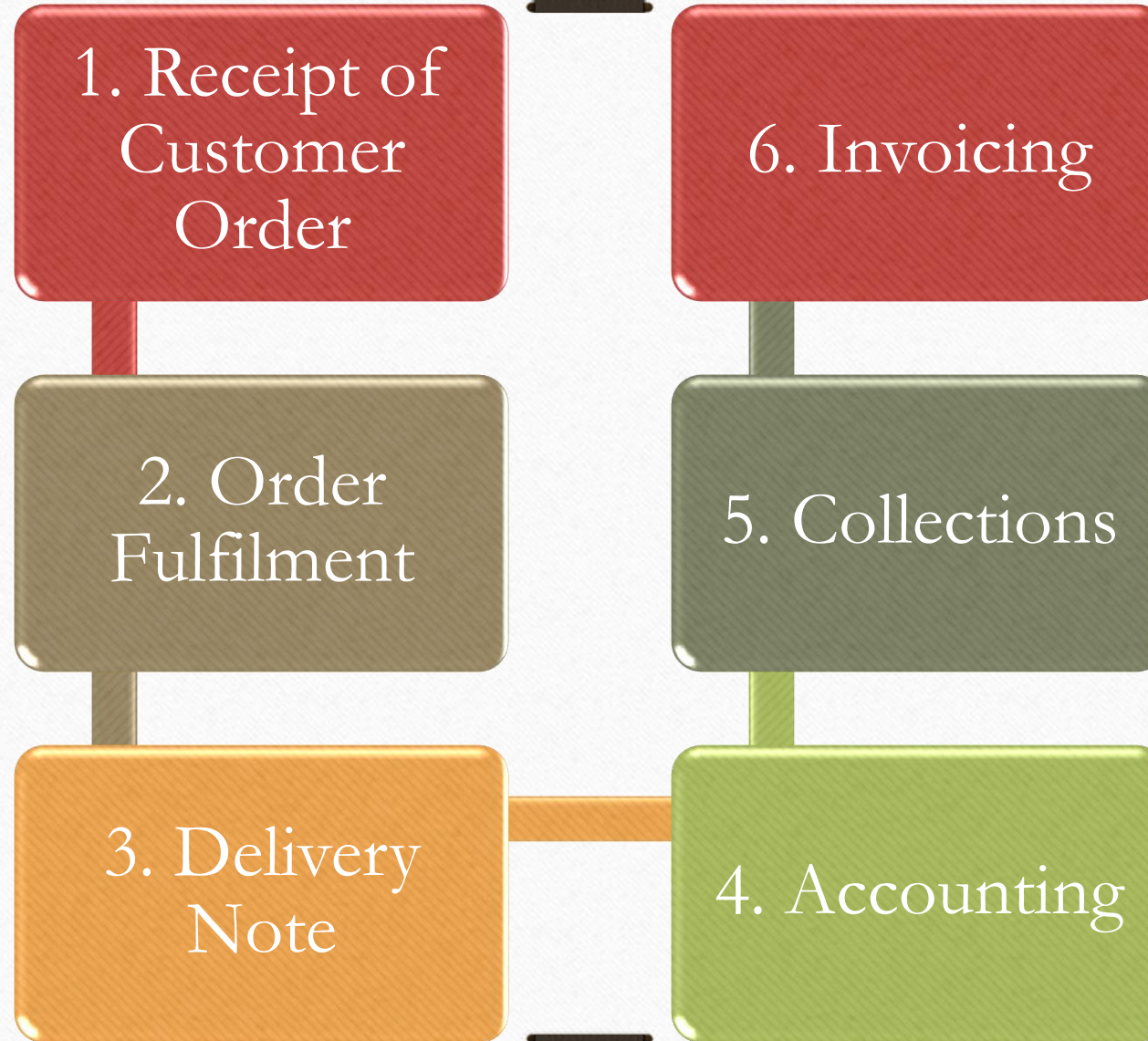
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- Also called as Primary Processes
- Represents processes of core business and value chain
- Delivers value to the customer
- Consist of activities that generate revenue to the business
- Example: Sale Process, also known as Order to Cash Cycle; Purchase to Pay Cycle, also known as Procurement Process.





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# SUPPORTING PROCESSES

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- Also called as Secondary Processes
- Supports Operational Processes like Sales Process, Procurement Process etc
- Example: Accounting, Human Resource Management
- Does not provide value to the customer directly
- Does not generate revenue directly





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# MANAGEMENT PROCESSES

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- All processes relating to monitor and control activities of business
- Example: Internal Communications, Governance, Strategic Planning, Budgeting, Infrastructure, Capacity Management.
- Does not provide value to the customer directly
- Does not generate revenue directly





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