ABSTRACT

Enterprise Resource Planning (ERP) systems are a corporate marvel, with a huge impact on the business and information technology worlds. The success of ERP lies with its ability to provide integration across multiple locations and functional areas. Thus, ERP creates value.

In the knowledge age economy, only the fittest survive. Fragmentation is a major problem of the construction industry and ERP could be the solution. However, the risks and costs for ERP implementation are high. The challenge will be to mitigate the risks and implement the ERP system successfully.

This research on ERP utilisation by firms (in Singapore construction industry) led to the discovery of four firms' successful experiences. Semi-structured interviews were used to discover how they managed their ERP projects. The firms' experiences revealed many common traits and unique problems. Synthesis of firms' experience and literature review created an integrated model for the construction industry: framework for management of ERP projects.

The integrated model is a useful guide for firms, in the construction industry, contemplating to implement ERP projects. By sharing the successful experiences of the four firms, it is hoped that ERP will become a widely used system in the construction industry.