

π τ υ χ ι α κ ή ε ρ γ α σ ί α

ΕΠΙΧΕΙΡΗΣΙΑΚΑ
ΣΥΣΤΗΜΑΤΑ **ERP**
(ERP AS A SERVICE)



CLOUD
computing

ΦΟΙΤΗΤΗΣ:

ΚΟΤΣΙΚΟΡΗΣ ΓΙΩΡΓΟΣ,

A.M. : 212/09

ΕΙΣΗΓΗΤΗΣ:

ΤΙΓΚΑ ΚΑΛΛΙΟΠΗ



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ERP
(*ERP AS A SERVICE*)”

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15

 (Cloud Computing)5

 Cloud Computing6

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μ μ10

.....11

μ11

 Cloud Computing 11

μ μ12

 KPMG : cloud μ13

 μ cloud μ13

μ μ cloud13

 13

 14

μ Cloud14

5 μ Cloud Computing 201315

 (SaaS)16

 16

 SaaS17

 19

μ SaaS20

μ21

2 ERP22

 ERP22

 23

ERP:24

μ ERP25

ON – PREMISE ERP25

μ26

μ μ ERP26

μ ERP27

μ μ ERP – 201327

3: CLOUD ERP28

 Cloud ERP29

 μμ31

μ31

ERP as a Service (EaaS)31

 ERP34

μ ERP as a Service μ μ36

 36

 ERP37

 ERP as a Service38

μ41

ERP as a Service μ41

4: ERP AS A SERVICE43

 ERP as a Service45

 ERP as a Service47

μ ERP : ON – PREMISE, SaaS49

 49

 51

 53

 55

1960. Douglas Parkhill's, "The challenge of the computer utility" 1966.

« » 1990 point to point

cloud computing servers() 1997 Ramnath Chellappa. 1960

J.R. Licklider Licklider 1962

McCarthy 1960 John

1990, Salesforce.com

Amazon, 10% Amazon

Amazon Web Service (AWS) 2006. Elastic Computer Cloud (EC2)

2009 Web 2.0 Google

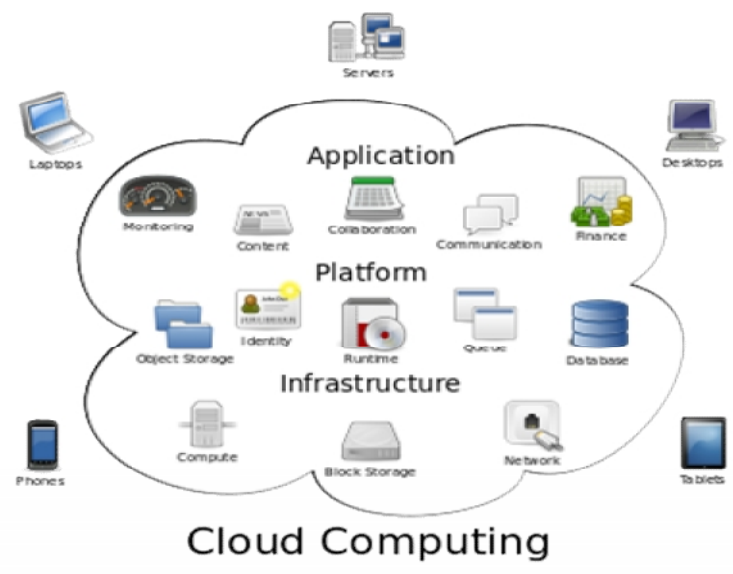
Google Aps browser – based Microsoft Office 365 [18,17]

(Cloud Computing)

(, ,)

(on-demand).

μ , μ μ μ . μ () μ , μ Internet μ μ cloud μ μ μ . μ μ μ , μ . [22]



1 – μ Cloud Computing (Wikipedia)

Cloud Computing

cloud computing , μ μ μ μ . μ μ μ cloud computing :

1. Grid Computing
 Grid Computing μ μ μ μ , μ μ μ

2. Utility Computing
 μ μ , μ μ μ

3. Autonomic Computing
 μ μ Grid Computing μ

4. Peer – to – Peer

client – server).

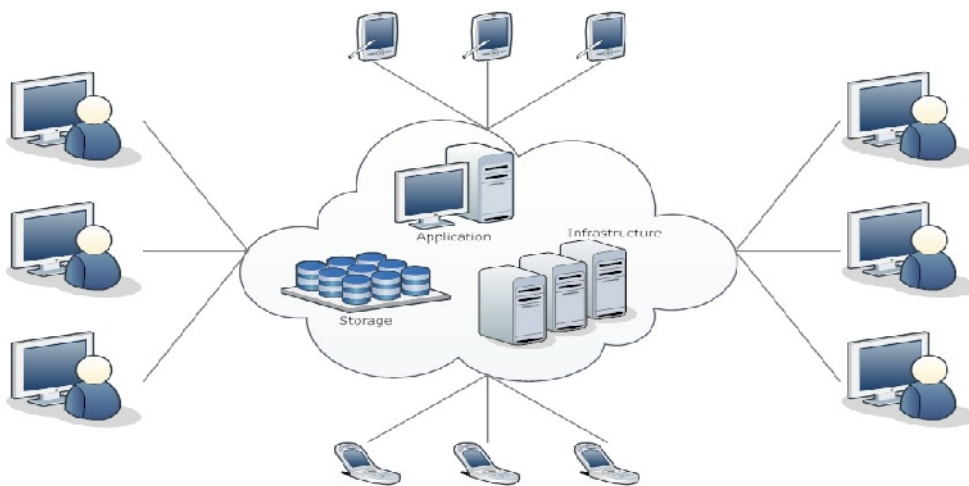
5. Client – Server model

servers) (clients).

6. Mainframe Computers

. [55]

. [55]



2 – Cloud Computing (tutorialspoint.com)

Community, Hybrid. Public, Private, Dedicated, Virtual Private, Private Cloud Appliance, Managed Cloud.

- Public Cloud Computing () - (. . Google ,IBM,Sun) .

- Dedicated cloud: Dedicated cloud Public cloud

- Virtual Private Cloud: Private Cloud, virtualization (). Amazon Virtual Cloud, Op Source Cloud Skytap Virtual Lab

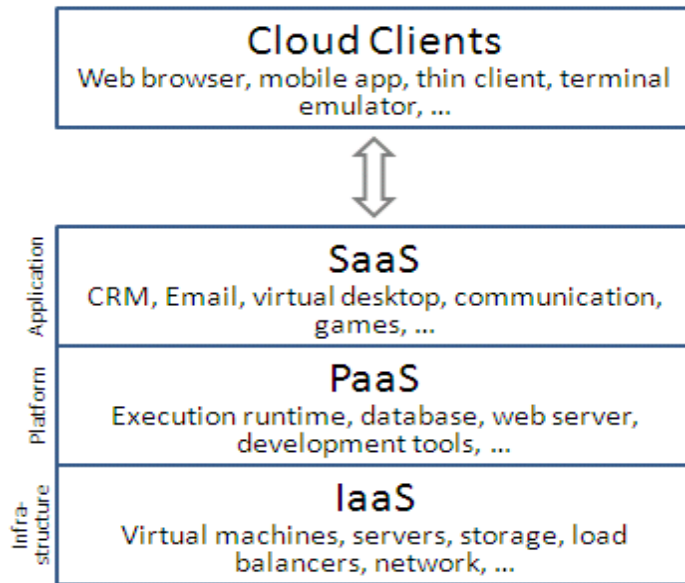
- Private Cloud Computing () :

- Private Cloud Appliance: cloud.

- Community Cloud Computing () :

- Managed Cloud: ENKI NaviSite's cloud

- Hybrid Cloud Computing(): [19,24,22,58]



3 – Cloud Computing (Wikipedia)

(Software as a Service – SaaS) ,
 cloud server ()
 Software as a Service),
 cloud server. SaaS

(Platform as a Service-PaaS)
 ,

(Infrastructure as a Service-IaaS)
 (,)
 ,

(Storage as a Service) μ

μ μ . μ Dropbox

(Hardware as a service) μ

μ hardware μ μ μ CPU

(Database as a Service) μ μ on μ

μ μ μ μ μ . μ

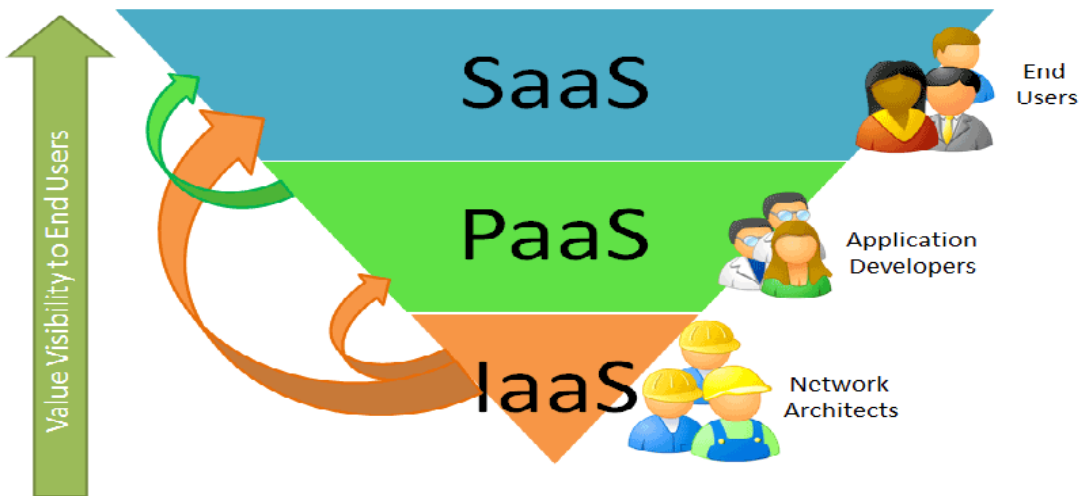
μ μ μ μ μ . μ

μ μ μ μ μ . μ

– line μ μ μ μ μ μ . μ

μ μ μ μ μ . μ

mongoDB [24,46,51] μ μ .



4 - Cover the cloud (www.ITSUPPORT24.com)

μ μ :

μ (Office Applications): μ μ

(on line μ ,project management), μ

μ μ (Business Applications): μ μ μ

μ μ CRM μ μ μ

μ μ μ μ μ μ

μ (Social Media Applications): μ μ

, video μ . [48]

cloud computing

[45,18]

cloud computing

[22]

Cloud Computing

TechCast

cloud computing.

Facebook, forums e-mails.

cloud;" 25

" (32%), 31

" (39%), 19

" (24%) 4

" (5%).

cloud.

: 34 (43%), 10 cloud;" (13%), 52

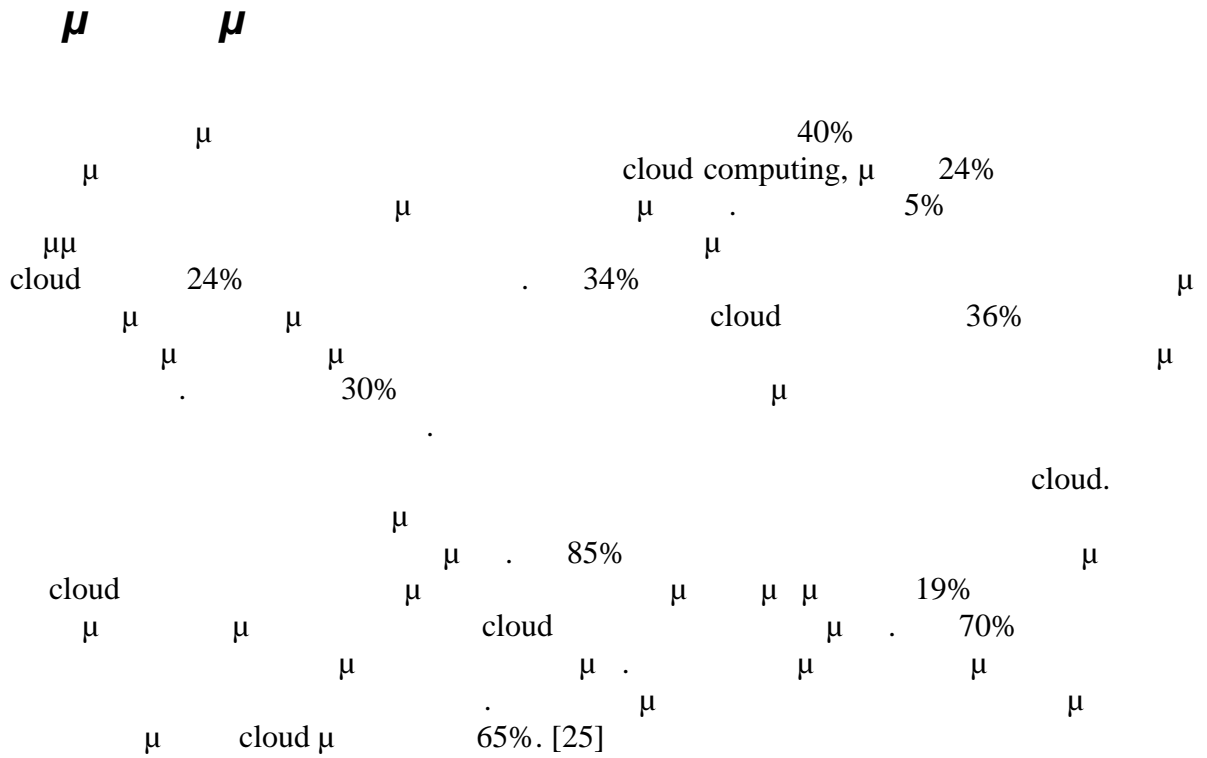
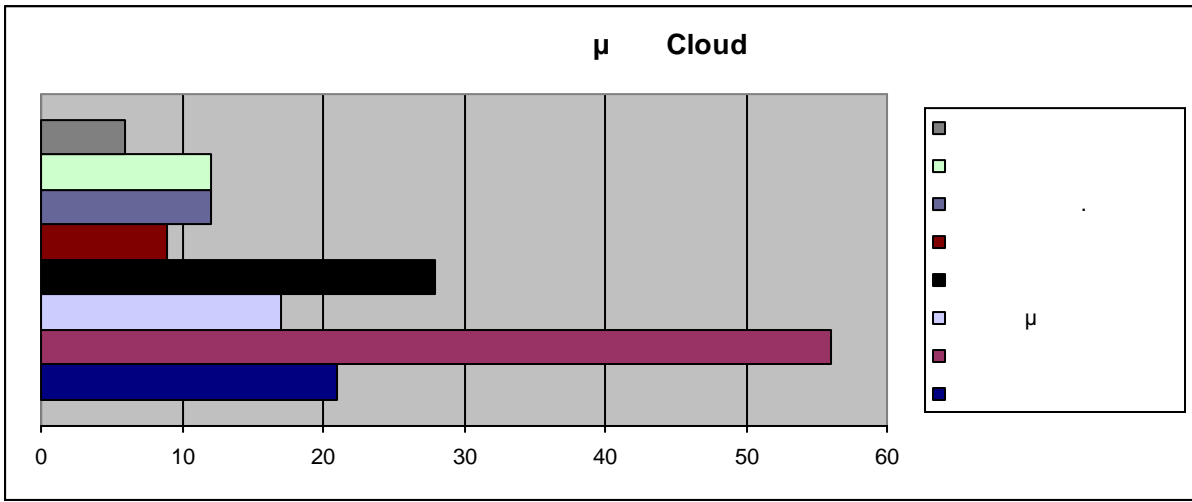
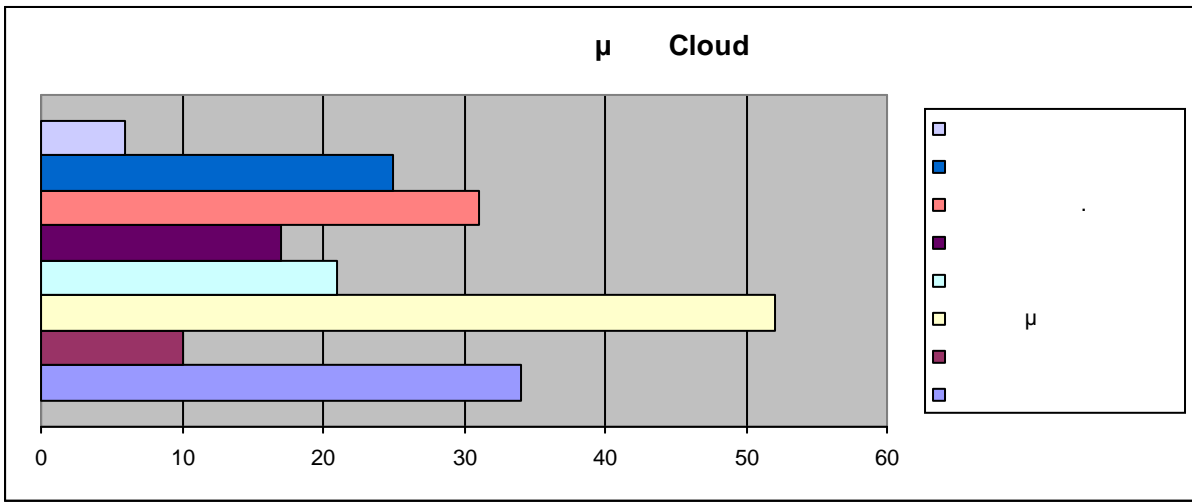
(65%), 21 (21%), 37 (46%),

31 (39%), 25 (31%) 6

(26%), 56 (70%), 17 cloud : 21

(35%), 9 (11%), 12

(15%),12 (15%) 6



KPMG
 cloud,
 business leaders
 cloud
 IT
 cloud,
 computing
 cloud,
 .[59]

cloud

- cloud computing
- Google Drive
- Microsoft Skydrive
- Box
- Dropbox
- Amazon

- business cloud :
 - 1.
 - 2.
 - 3.
 - 4.
- Hellas On line – Hellas on line HOL cloud :
 - 1.
 - 2.
 - 3.
- Vodafone – Singular Logic – Vodafone moRE Singular Logic :
 - 1.
 - 2.
- Wind Hellas – Wind Wind Business Cloud :
 - 1.

2. SaaS μ μ
3. μ μ [1]

**5 μ
2013**

Cloud Computing

cloud computing μ , cloud computing.
 2013 μ μ μ cloud computing , μ
 . μ , μ μ cloud computing μ .
 , μ μ .
 μ cloud computing, 2013

μ , μ μ μ .
 μ μ μ μ .

μ , μ μ μ .
 μ μ μ μ .
 μ μ μ μ .

μ ” ” server
 μ μ μ , μ
 μ server .
 μ μ μ μ μ

μ , μ μ μ .
 μ , μ μ μ .
 , μ μ μ μ .
 μ μ μ μ .

patches
 [19,46,51]

SaaS

- (Software as a Service)
 - - SaaS,
 - - SaaS
 - - SaaS
 - - SaaS

μ 1 – Top 10 SaaS Markets in the World, 2011 [41]

μ

μ SaaS μ μ

- Soft One – Soft One μ μ Software as a Service. Soft One SaaS S1aaS (Soft1as a Service) S1on demand (soft one on demand). To S1aaS

demand – , μ , μ CRM [3]

- Singular Logic – Singular Logic μ SaaS μ

μ , Orbi, μ μ Singular Logic Singular Logic Tax friend μ , μ

Singular Logic Services μ Microsoft Azure μ μ Internet [3,4]

- Interworks – Interworks μ (IaaS, PaaS, SaaS). μ Apps Market (SaaS).

Apps Market μ μ μ μ Microsoft (Hosted Exchange, Hosted Share Point Services, Hosted Office Communications Server) μ μ (SoftOne, Regate, Syscom, Algosystems, IPS, Impact, Microbase, Fortune). [5,6]

ERP

ERP

Laudon Kenneth C. Laudon Jane Price
 (information system)
 . [7]

. [7]

(enterprise systems),
 (enterprise resource planning, RP) ,
 [8]

ERP
 client/server
 . [8,49]

.

ERP . μ , μ
 μ μ . ERP μ μ μ
 μ μ ERP μ μ cloud computing μ
 μ , μ . [9,50]



6 - ERP (www.mbaknol.com)

ERP:

- ◆ μ μ
- ◆
- ◆
- ◆
- ◆ (μ , μ)
- ◆
- ◆
- ◆ (,)
- ◆ μ μ
- ◆ μ μ [15]

μ

ERP

●

▲ μ μ
 ▲ μ
 ▲ / μ

●

▲
 ▲ μ
 ▲ μ
 ▲ μ

●

▲ μ
 ▲ Hardware – Software
 ▲ μ – μ
 ▲ –
 ▲ μ
 ▲ μ (ROI)

●

▲ μ
 ▲ μ
 ▲ μ [15]

ON – PREMISE ERP

μ ERP ERP on-premise. on-premise μ servers μ
 ERP. , servers μ
 servers . μ
 μ on-premise μ ERP servers
 ▲ μ on-premise
 ▲ on-premise
 ▲ (servers.)
 μ on-premise μ μ , μ .

Δ μ , () μ μ μ ,
 Δ μ μ on-premise
 μ [40,34]

μ

μ ERP μ
 μ , μ μ μ
 , [10]

μ ERP

ERP μ μ
 2001 μ (Poulymenakou K.A. And S.A. Borotis)
 μ Deloitte μ ERP 299
 . μ 50% μ μ μ

. μ 60 % μ
 μ , μ
 μ μ μ
 . [10,11]

μ Misopoulos) (Kohl, Simpson, Padmore, Dimitriadis ,
 μ ERP 2006.

μ μ - μ managers, μ μ
 μ μ managers
 μ μ ERP μ managers [10,12]

2008 , μ (Grabot , Mayère, Bazet) ,
 ERP μ μ μ

μ μ , μ μ μ μ μ μ

CLOUD ERP

Gartner (ERP) 1990
 μ μ ERP
 μ μ μ μ ,
 μ μ ERP μ .[26]
 μ μ μ μ , μ , μ ,
 μ μ ERP μ μ ,
 : (Human Resource Management – HRM),
 (Supply Chain Management – SCM), μ
 (Project Resource Management – PMS)
 (Enterprise Performance Management.
 μ
 . μ μ ERP,
 μ μ μ μ μ ERP μ ,
 μ μ μ μ μ μ ERP. Cloud
 Computing μ μ μ
 μ , μ μ μ μ
 μ μ cloud μ μ ERP
 cloud μ μ μ μ μ μ
 μ cloud, cloud ERP μ : Cloud ERP (C
 – ERP) μ μ ERP μ
 (Cloud Service Center – CSC)
cloud ERP :
 – : cloud ERP
 μ
 – μ : μ , μ ,
 μ ERP μ , cloud ERP
 ” ” μ CSC μ μ
 cloud ERP μ μ μ . [61]
 μ μ μ μ ERP cloud ERP
 μ , μ μ cloud (. . μ software μ
 Internet).
 ERP μ μ .

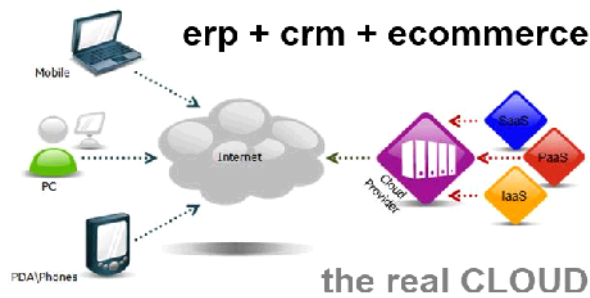
ERP (PaaS)

μ μ ERP. μ cloud μ μ ERP. [28] μ

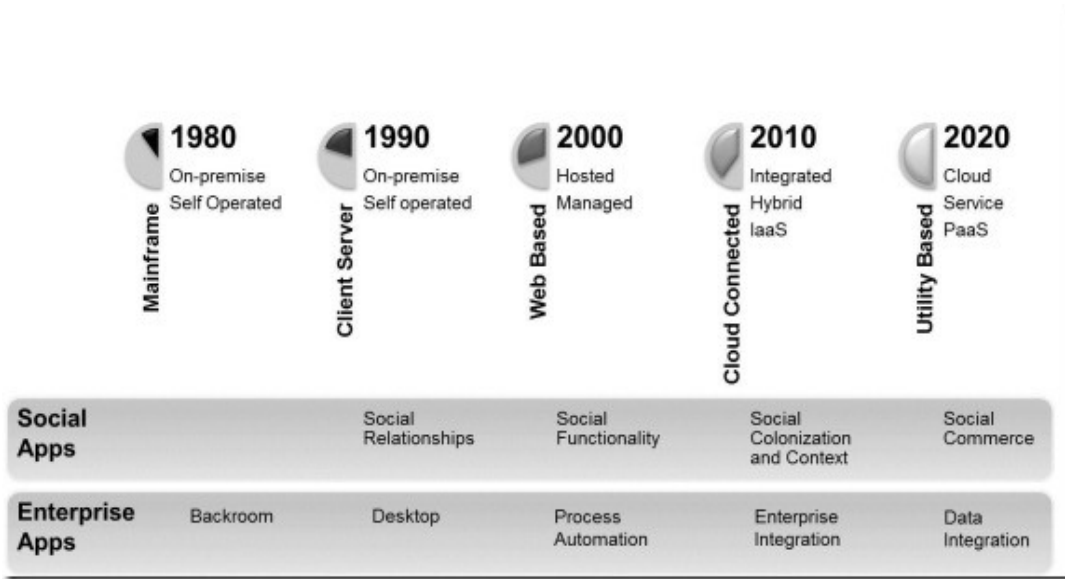
ERP (SaaS)

μ ERP μ cloud .
μ ERP μ (μ
) (μ , . . e-conomic scopevisio). μ μ
ERP μ
(SAP, Business ByDesign, Abacus vi).
μ μ
[28]

μ cloud ERP μ μ . μ cloud ERP μ
μ μ μ μ . μ μ cloud
μ μ μ . μ μ cloud
μ μ . μ [26,24]



7 - Cloud ERP/CRM (: www.elatosweb.com)



μμ

cloud computing

web – based computing (

cloud computing μ web – based computing μ

ERP μ

/ μ μ μ

μ

2010 cloud SaaS μ μ μ

2011, μ μ μ μ μ

μμ μ μ 2020.

μ . [57]

ERP as a Service (EaaS)

ERP (EaaS) μ μ cloud ERP

μ μ ”pay as you go” μ

μ ERP μ . μ

μ . [28]

[30] SaaS (SaaS) Service Oriented (SOA), XML Web. ERP SOA ERP

ERP

ERP "pay as you go" [29]

cloud ERP. [29]

Business focus: business [29]

mobility (cloud device" [29]

ROI: cloud ERP (return on investment, ROI). ROI cloud on-premise cloud (Nucleus Research Note, September 2012). [29]

ERP "top -tier" SaaS ERP (hardware), ERP

μ , μ

a Service μ ERP as

μ μ ERP μ μ

μ μ μ μ μ

ERP μ μ μ μ μ

μ μ μ μ μ μ

μ μ μ μ ERP μ cloud. [33]

ERP as a Service

TOP 5 ERP as a Service μ

1) Aplicor

- △ Net/SQL/SOA
- △
- △
- △ μ
- △
- △ μ
- △ μ μ

2) Intacct

- △ μ μ
- △ PHP/Oracle
- △ CPA OEM
- △ μ , μ μ CRM
- △ μ
- △ μ

3) NetSuite

- △ Java/Oracle
- △ μ μ
- △ VAP
- △ μ
- △
- △ μ (μ)

4) SAP

- △ μ
- △ SaaS

- ⤴ μ
- ⤴
- ⤴
- 5) Workday
- ⤴ Java/Oracle
- ⤴ μ
- ⤴
- ⤴
- ⤴ μ μ
- ⤴ [32]

- 5, μ ERP as a Service:
- ⤴ Accumatica Cloud ERP Software
 - ⤴ Epicor Express
 - ⤴ Infor ERP Syteline in the Cloud
 - ⤴ Plex online Cloud ERP
 - ⤴ Sage Accpac Online
 - ⤴ [Agentrics](#)
 - ⤴ [Arena Solutions](#)
 - ⤴ [Callidus Software](#)
 - ⤴ [Compiere](#)
 - ⤴ [DataStation](#)
 - ⤴ [Deskera](#)
 - ⤴ [ECi Software Solutions](#)
 - ⤴ [Everest Software, Inc.](#)
 - ⤴ [Fiat Lux Solutions](#)
 - ⤴ [Manu Online](#)
 - ⤴ [Megaventory](#)
 - ⤴ [OpenTrac](#)
 - ⤴ [PIC Business Systems](#)
 - ⤴ [QAD](#)
 - ⤴ [Ramco Systems](#)
 - ⤴ [Tech-X, Inc.](#)
 - ⤴ [WorkBook](#)
 - ⤴ Workday [26,56]

To Epicor express 2010 (μ Customer
[inter@tion](#) solution). μ μ ERP μ
 SOA μ μ μ
 (modules) : μ μ , μ
 , μ , CRM. μ , web 2.0
 , μ
 μ .[26]

EaaS (ERP as a Service)
Plex online Cloud ERP
modules). EaaS cloud .[26]
cloud ERP
SLA,
cloud ERP,
Top10ERP.org,
ERP as a Service.

Top10ERP.org ERP Software Systems Index for Manufacturing

Top 10: [By MFG Modes](#) [By Industry](#) [By Platform](#) [White Paper Library](#) [Case Study Library](#) [Advisory Council](#)

Independent Review of ERP software for wholesale Distribution, Cloud-Based (SaaS), Free Demos.

Free Demos
Best Pricing
New Comparison

Below you will find a comprehensive independent review and comparison of Cloud-Based (SaaS) ERP Wholesale Distribution Software. We provide an easy to navigate matrix comparing general data (e.g. price, financing options etc), materials management, sales order management, financial, production, supply chain, and customer management and any additional capabilities each vendor might provide. Click on the links to dive deeper into each vendor, or request a Free Demo to get more hands on experience.

	Remove	Remove	Remove	Remove	Remove	Remove	Remove	Remove	
Best Pricing									
Free Demos	Free Demo	Free Demo	Free Demo	Free Demo	Free Demo	Free Demo	Free Demo	Free Demo	
	Recognition	Label/Model Rights					Vertical Ledger		
		Global Engines					Sales Contract Mgmt.		

Production Management

9 - ERP Software Systems Index for Manufacturing (<http://www.top10erp.org/erp-software-comparison-cloud-based-saas-platform-566>)

Microsoft, Microsoft Dynamics GP, NetSuite.

Microsoft Dynamics GP

- Microsoft Dynamics GP
- Greater Los Angeles Zoo
- Volunteers of America
- KYDS – Keep Youth Doing Something
- Goodwill of Orange County [43,44]

NetSuite

- [44]

4: SERVICE

ERP AS A

Fesak and Tim Stuart. Jiaqi Duan, Parwiz Faker, Alexander

ERP, cloud ERP, cloud ERP, cloud ERP, cloud computing, cloud ERP

15-20 2006

[34]

CLOUD ERP (SaaS)

(xxx x

(xxx x

x

(xxx x

xxx

ERP

xx

xxx

xxx x

		μ $\triangle 1.000 \$$ $\triangle 2.000 \$$. .
2+	$\triangle 11.800 \$$	$\triangle 1.800 \$$ $\triangle 1.000$ μ $\triangle 2.000$. .

	SaaS	μ
μ		
μ		
μ μ		
	Internet	LAN
μ	μ	-
	μ	
		-

[35]

ERP as a Service

50%
 μ 12 μ μ μ Forrester Research.
 μ μ ERP
 μ μ μ μ μ
 μ μ μ μ μ cloud μ ,
 μ μ , μ μ flash” μ
 μ μ ERP , cloud (SaaS)
 μ μ μ (IT),
 μ μ μ μ μ .”
- μ

ERP as a Service

ERP as a Service

()

	μ &		
1.	cloud computing	μ	μ
2.	cloud service	μ	μ
3.	cloud computing	μ	μ ERP .
4.	μ		μ μ
5.	μ	μ	

[37]

ERP as a cloud

μ μ μ μ μ

.[37]

μ .

μ

ERP . ERP

μ μ μ

μ .[37]

&

μ μ μ μ

μ

μ

μ

μ

μ

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μ

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μ

μ . [37]

μ

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μ μ

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μ

cloud computing

μ

μ . μ

2

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μ .

40

μ

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μ

μ μ

.

μ . [37]

μ

. μ

μ

μ

μ cloud.

μ

μ

μ

. [37]

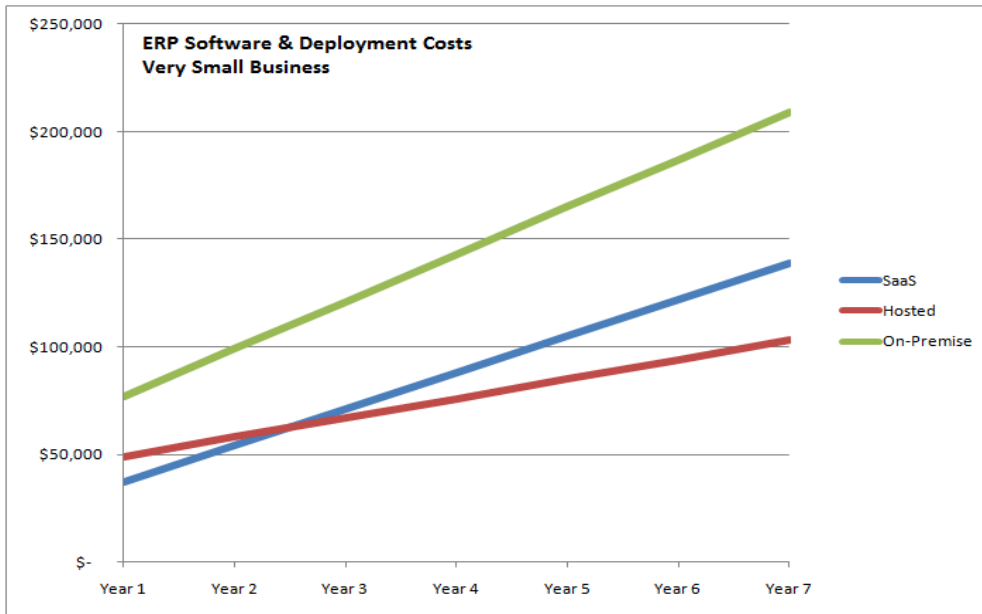
cloud

μ ERP

: ON-PREMISE, SaaS

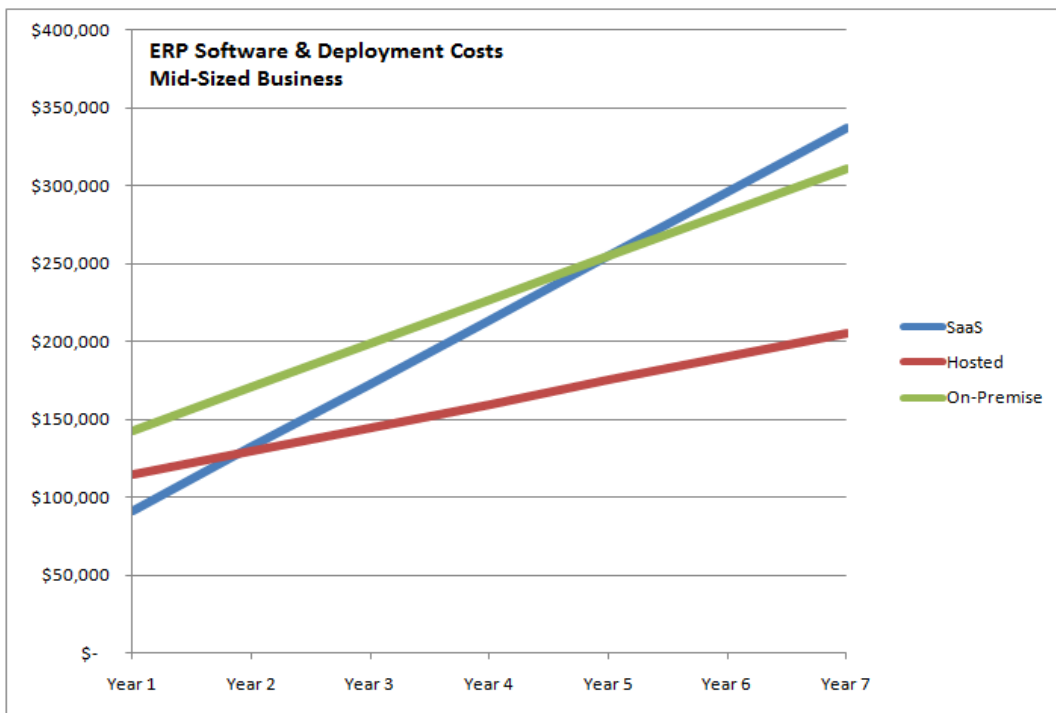
ERP

cloud μ
 premise) μ SaaS μ (μ on-
 μ SaaS μ cloud.
 μ (on-premise) μ SaaS (
 μ on-demand) μ
 μ , μ μ μ μ
 [39] μ μ μ .

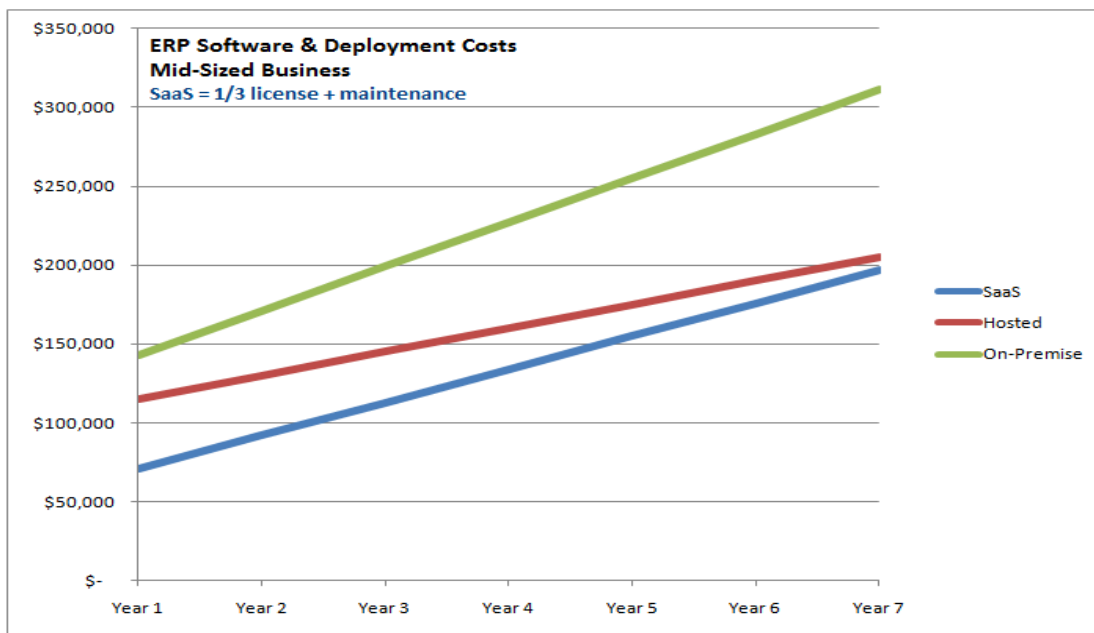


μ , on-premise, SaaS) μ ERP (
 μ 20000 \$ μ SaaS
 SaaS μ 16000 \$. μ μ
 μ μ μ , μ
 μ μ . [39]

μ μ SaaS 40000 \$. μ μ μ 50000 \$ μ
 SaaS (μ SaaS μ)
 μ 2 . 5 SaaS μ μ
 on-premise. μ SaaS μ
 μ . [39] μ μ



SaaS



[39]

SaaS,
 μ . μ μ
 5 μ μ . μ μ μ
 1000\$/ internet. μ μ μ μ μ μ μ
 $1/3$ μ μ μ μ μ μ μ μ
 .[39]

1 : Cloud Computing μ .

Cloud Computing μ

IT (Information Technology)

Cloud Computing μ

IT

4,8 €

Cloud Computing

38.000

Cloud Computing.

Cloud Computing

2 : μ (ERP)

μ μ

μ

μ μ μ μ

μ ERP

μ

μ ERP

(data),

μ μ

3 : Cloud μ μ

Cloud ERP μ μ μ Cloud ERP μ

μ

μ μ μ μ μ

μ . μ Cloud ERP μ
μ μ .

cloud computing

μ μ . μ μ

μ , μ Cloud ERP. μμ , on-premise

Cloud. , μ

μ μ μ , μ

μ ERP as a Service μ μ ERP ,
μ Cloud μ μ "pay as you go".

μ μ μ μ μ ERP
μ μ web browser.

ERP , μ ,

μ , μ .

4 : μ ERP (μ μ ,
μ , on-premise) μ

#		μ
1	IT)	μ μ μ
2	Cloud Computing	cloud computing μ μ μ (Internet)
3	Cloud	μ μ μ , μ cloud computing
4	Software as a Service (SaaS)	on-demand”, ISV(Independent Software Vendors –) ” Application – Service – Providers (ASPs), μ μ μ cloud. SaaS web-browser
5	Platform as a Service (PaaS)	E μ cloud computing μ μ μ / servers,
6	Infrastructure as a Service (IaaS)	(CPU, μ μ , μ) μ μ μ μ
7	Private cloud	μ cloud computing

		μ μ ,
8	Public cloud	μ μ μ μ . μ μ cloud μ , μ
9	Hybrid cloud	μ μ (μ) μ μ , μ μ .
10	ERP	μ ERP μ μ μ / , , , , . μ ERP μ μ μ μ
11	Cloud ERP	Cloud ERP μ μ μ μ μ (ERP), μ μ cloud computing μ μ μ μ μ μ .
12	ERP as a Service	μ ERP μ cloud,software as a service. μ μ , μ μ μ . μ μ μ μ .

- (μ μ Harvard)
- [1] Cloud computing ,. (<http://1epal-glyfad.att.sch.gr/diafora/project/Cloud%20Computing.swf>)
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- [5] Interworks cloud Service. μ : <http://www.interworks.biz/appsmarket.el.aspx> (30 , 2013).
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- [9] ERP μ (μμ , μ ,)
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