Internship Report On
"S4 Hana Implementation Of Eitekh ERP Ltd"

Submitted to

Islamic University of Technology

in partial fulfillment of the requirements for the degree of

BBA in Business and Technology Management (BTM)

Submitted by:

I understand that my final report will become part of the permanent collection of the Islamic University of Technology BBA in Business and Technology Management Program. My signature below authorizes the release of my final report to any reader upon request.

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Internship On "S4 Hana Implementation of Eitekh ERP ltd"

This internship report is submitted to the Department of Business and Technology Management (BTM) at the Islamic University of Technology (IUT) for the course BTM 4800.

LETTER OF TRANSMITTAL

Date: 04 May 2023

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Department of Business & Technology Management (BTM),

Islamic University of Technology (IUT), OIC,

Dhaka, Bangladesh

Subject: Submission of Internship Report on "S4Hana Implementation Of Eitekh Erp Ltd".

Dear Sir,

With all due respect, I would like to say that it is a pleasure for me to present my internship report after working for Eitekh ERP Ltd for three months as an SD Module intern. During this tenure, I have worked in the Sales & Distribution department. I found this report to be very useful since it reflects my hands-on experiences and knowledge of ERP and SAP. It brings me great pleasure to offer this report on "S4 Hana Implementation" I have done my best to incorporate as much pertinent data and specifics as I could and have carefully followed your instructions. My goal was to make this summary as informative as possible. This experience has provided me with valuable insights and practical knowledge about SAP practices in a real-world IT environment. The continuous direction, encouragement, and support you gave me allowed me to complete this report, and I want to express my gratitude for all of that. I gave it my all and was fully committed to producing a report that would improve my job.

Sincerely yours,

_____

Md Yasir Arafat

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DECLARATION

I, Md Yasir Arafat, a student in the Islamic University of Technology's Department of Business and Technology Management, hereby certify that I prepared my internship report on "S4 Hana implementation of Eitekh ERP ltd" independently under the supervision of Jahangir Alam, a Lecturer in the same department. I have not intentionally infringed on any copyright. To the best of my knowledge, the work is genuine. I further certify that the report was not given to any other person or organization in exchange for a certificate of any kind.

_____

Md Yasir Arafat

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Acknowledgment

All praise is due to Allah, the All-Powerful, the Merciful. This report would not have been possible without Allah Ta'ala's favor.

Without the assistance of a certain person whose inspiration and suggestions made it possible, the timely completion of this report could never have been conceivable. The first thing I want to say is to thank you to Jahangir Alam, my faculty supervisor, for helping me finish my report on "Implementation S4hana Of Eitekh ERP Ltd."

In addition, Mr. Atikur Rahman (SAP SD Analyst) of Eitekh ERP Ltd and my coworkers assisted me by giving me enlightening directions. Throughout my internship, I felt a strong connection to them. This undertaking would have been very challenging without them.

Executive Summary

One of the leading providers of SAP software is Eitekh ERP Ltd. In the SAP product line, Eitekh offers technology consulting and implementation services. We are aware that excellent people management is crucial to achieving operational efficiency and effectiveness in an organization adopting SD. People will perform better overall to accomplish both short-term and long-term goals if they are well-managed and organized. On the other hand, if these are poorly planned and managed, poor performance will follow. This study provides a comprehensive examination of Eitekh ERP Ltd.'s SD implementation. I have made an effort to accurately convey the knowledge and expertise that I have acquired in my report. Despite this, there can still be some flaws. The knowledge required to comprehend the system development process for SD is covered in this report. This paper demonstrates how SD functions, how client offices adopted it, what difficulties clients encountered, how they serve those clients, and how the sales division manages it.. The first part covers the Introduction, Objectives, Methodology, and Limitations of the study. In Methodology, I did qualitative and quantitative research, and I collected primary and secondary data as well to make the report more meaningful. The second part covers the Organizational Overview of Eitekh ERP Ltd. In this part, I included the implementation of SD(SAP Software) of the clients' offices of Eitekh. Also, I included my Responsibilities and Activities during my internship period. The third part covers Industry Analysis. Part four covers the Description Of Duties. The fifth part is based on Analysis and the last part covers the Recommendations, Conclusion, and References of the report. In conclusion, I have added how an appropriate SD is beneficial for an organization and what are the benefits to use SAP SD. How Eitekh is maintaining SD by their SAP software has been added as well.

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Chapter 01

Introduction

1. Introduction:

An efficient SD Sap implementation is necessary for an organization to succeed. It is a proven fact that businesses need to constantly innovate and be "ahead of the curve" in terms of business practices and strategies in order to prosper in the unpredictable and tumultuous business climate. SD develops into an important tool for management to use to ensure success as a result of this drive to lead the pack.

1. To look into the advantages of SD

2. To examine how logistics managers might incorporate SD into their strategic initiatives.

3. Investigate the entire role that SD plays in the operation of the business.

4. To determine Eitekh ERP Ltd.'s competitive position in terms of SD

One of the leading providers of SAP software is Eitekh ERP Ltd. In the SAP product line, Eitekh offers technology consulting and implementation services. SAP systems are a complicated collection of programs with interconnected parts that are always talking to one another. Eitekh specializes in setting up and extending these components such that they are helpful to our clients. Their staff has extensive knowledge of SAP and has worked with clients in the public sector, manufacturing, oil and gas, financial services, and logistics.

Eitekh was founded in Toronto, Canada, and has a sister entity in Dhaka, Bangladesh.

 SAP services consist of the following:

1. SAP Advisory
2. SAP Implementation Services
3. Maintenance and Support

Additionally, SAP is going through a paradigm shift in how companies use ERP. With the launch of its cutting-edge, in-memory database HANA, SAP is setting the standard for the next

generation of analytics-focused data systems. All business sectors have been adopting cloud-based systems more quickly, and SAP's cloud services are growing correspondingly each year. For their clients to be at the forefront of IT growth, Eitekh offers knowledgeable consultants in each of these fields.

There are 7 SAP Modules:

1. Finance and Controlling (FICO)
2. Production Planning (PP)
3. Quality Management (QM)
4. Human Capital Management (HCM)
5. Sales and Distribution (SD)
6. Materials Management (MM)
7. Planned Maintenance (PM)

Sales and Distribution have some particular task

Inquiry: - Every time a consumer asks a question about a product, we create an inquiry document in SAP. The investigation document was created internally. Types of inquiries: walk-ins, phone calls, emails, online inquiries, and tender notices. Customer information, material information, quantity information, and validity periods are all included in the inquiry paper.

Quotation: - Every time a customer inquires about our products, we prepare a quotation document in response and deliver it to the consumer. We provide customers with a quotation document, which is an external document. Legal documents include quoting documents. The following information is included in the quotation document: customer information, material information, specifications, pricing, a validity period, and terms & conditions.

Order: - If the consumer is not happy with the quote, he will continue to bargain. If all goes as planned, the client will place an order. Then, using the quotation as a reference, we create an order in SAP. An order is an arrangement for the supply of goods to a customer between a business and the customer. Customer information, delivery information, material information, quantity information, pricing, terms and conditions, etc. are all included in a sales order.

Delivery:-In order to provide the ordered items to the customer, SAP requires a delivery document to be created after the order has been processed. We divide the process of delivery into three steps.

1. Picking.

2. Packing .

3.Post-Goods-Issue (PGI) .

Materials, quantities, and storage facilities are all included in the picking list.

The SAP software was implemented at the offices of both Eitekh ERP Ltd. and its client, Social Marketing Company (SMC), as detailed in the report titled "The implementation of SD in Eitekh ERP Ltd." The SD Division of SMC was the hub of my efforts. The main emphasis is on the practical applications of SD. The SD department, which handles sales and distribution, serves as a hub for all other divisions. Therefore, it is important to remember the gravity of one's position in SD.

1.1 Background of the Study

As is common knowledge, Islamic University of Technology requires an internship course for Bachelor's degree completion. In order to complete this course, students are required to work as interns for a prestigious organization and acquire valuable on-the-job training and experience for their future careers.

This report details my three-month internship at Eitekh ERP Ltd. Eitekh offers technology consulting and implementation services for the SAP product suite. Eitekh has mastered the art of configuring and extending these components to make them useful for their customers. Their team has served clients in the Oil & Gas, Financial Services, Manufacturing, and Logistics industries, as well as the Public Sector. Eitekh was established in Toronto, Canada, and it has a subsidiary in Dhaka, Bangladesh.

This report is the result of my internship and provides a distinct picture of my activities, learnings, and performance throughout the entire internship. This report focuses on the "Implementation of S4hana SD in Eitekh ERP Ltd."

1.2 Objectives of the Report:

Any analysis is centered around its objectives. Purposes and objectives are prerequisites for establishing something or carrying out a mission. The success or failure of an investigation is largely determined by how its purposes and objectives are evaluated.

This is scholarly work. The study has several objectives that can be categorized as follows: primary objective and secondary objectives.

The primary objective of this study is to gain an understanding of the implementation of SAP Software and its operations through the maintenance of SD policies.

Secondary Purposes

- To examine the advantages of s4hana
- To understand the SAP software's operational functions
- To investigate the overall contribution of SD to an enterprise-wide process.
- To provide clients with services that meet their needs.
- To understand the functional SD modules and sub-modules utilized by Eitekh ERP Ltd.

1.3 Methodology:

1.3.1 Types of Research:

This report is supported by both qualitative and quantitative research. This report contains both theoretical and practical knowledge, as I interned at the division in question. I went to the client's office, worked according to their specifications, and kept my manager apprised of the clients' needs.

The research for data acquisition relied heavily on document analysis and interviews. The majority of respondents are members of Eitekh ERP Ltd's Marketing Department, Sales administrators, Head of a distribution department, and software developers. There were no structured questionnaires used during the interview. Concerned individuals were requested to discuss their SD experience in terms of advantages, difficulties, applications, and requirements.

1.3.2 Primary and Secondary Data Collection:

To make the report more meaningful, both primary and secondary data have been collected.

Primary Data

Observation of working procedures at Eitekh, including SD, SAP Software implementation, client interaction, and practical experience working in the client office, were the primary data sources.

Secondary Records

The majority of the data was obtained from the Annual Report through an informal discussion with my supervisor. Printed materials, such as the annual report, brochures, books, and articles on the related factors in the conceptual framework of the report, as well as the Eitekh official website (www.eitekh.com), served as sources of relevant secondary data. The majority of the data was obtained from the Annual Report.

1.4 Scope of the Study:

The report covers the following topics:

- It is plausible that Eitekh could achieve its objective and become a leading IT v firm within a few years.
- Internal websites, databases, research papers, study materials, and social network platforms were mined for data collection.
- The geographical scope of the report is global, given that Eitekh's headquarters are in Toronto, Canada, and that it has a subsidiary in Dhaka, Bangladesh.

1.5 Limitations of the Study:

Although efforts will be made to ensure that the report is as exhaustive as feasible, the following constraints have been identified for its preparation:

- Companies may not wish to disclose all confidential information regarding their management strategies and plans, so the availability of data could also be a significant concern.
- A secondary data source was insufficient.
- Inadequate depth of knowledge and analytic skills for composing this report.
- It was extremely challenging to acquire information from various personnel in order to meet the job requirement.

Chapter 02

Company Details

2.1 Company Details

2.1.1 Services

Eitekh's services encompass the entire SAP lifecycle. The process of migrating to SAP from legacy systems is transformative for the business. They have the knowledge to assist clients at every stage.

1.SAP Consulting: SAP is a complex ecosystem made up of many interconnected parts and activities. When it comes to SAP, the CIO, CFO, and COO teams can rely on Eitekh ERP Ltd. as their trusted advisors. Customers may make educated judgments on product adoption thanks to the team's in-depth analysis and suggestions. Additionally, they aid in project planning and strategy design to ensure a trouble-free SAP go-live.

2.SAP Implementation Services: Eitekh ERP Ltd. has professionals on staff that are able to assist with any and all aspects of the SAP ERP implementation process. You can rely on their consultants to solve even the trickiest problems in configuration, development, and testing because they have experience working on medium- and large-scale SAP projects across North America.

3. Maintenance and Support: As the systems that SAP clients use mature and stabilize, they are searching for more cost-effective choices for application maintenance and support. The execution of updates, the implementation of modification requests, and the provision of general support services are all areas in which Eitekh ERP Ltd. can be of assistance.

Also, SAP is experiencing a change in perspective as a result of the changes that enterprises are making to the way that they employ enterprise resource planning. With the release of its cutting-edge in-memory database HANA, SAP is setting the framework for the next-generation data platform with an emphasis on analytics. This is being done in conjunction with the company's acquisition of HANA. Each sector is moving quickly to implement cloud-based technologies, and SAP's cloud capabilities have been expanding each year to keep up with the pace of adoption. In order for Eitekh's customers to remain at the forefront of technical innovation, the company provides them with seasoned advisors in each of these specialized fields.

2.1.2 <u>Company Overview</u>

Official Email: info@eitekh.com

<u>Address:</u>

Canada
Eitekh Canada Inc.
76 St Georges Blvd
Toronto, Ontario, M9R 1X4

Bangladesh
Eitekh ERP Ltd.

<u>Dhaka Office:</u>

Main Office:
Rd 21, B123
Mohakhali DOHS
Dhaka 1206

Branch Office:
House 9, Level 3,
Road 17, Banani (Block E)
Dhaka 1213

<u>Swiss Office:</u>
Dildar.Com SARL

6 Chemin du Moulin de Vert 1288 Aïre La Ville Geneva

2.1.3 <u>SAP Module of Eitekh ERP Ltd.</u>

There are seven distinct SAP modules, each of which performs a unique function while maintaining a constant two-way connection with the rest of the system. The following is a list of the modules:

One, Financial and Controlling Operations (FICO) Both the Financial Accounting (FI) and Controlling (CO) ERP modules are combined to form SAP FICO.

SAP Financial Accounting is responsible for regulating the free flow of financial data throughout the company and combining it all for sound strategic decision making using SAP.

The SAP CO (Controlling) module makes it easier to coordinate, monitor, and optimize all of an organization's processes. It's what regulates the company's operations. By comparing current data to projected information, this module facilitates better corporate strategy development.

Planning for production involves coordinating supply and demand by forecasting when goods will be manufactured and when raw materials will be needed.

SAP Production Planning is a crucial SAP module. It keeps tabs on and documents things like the projected and actual costs of the manufacturing process. In addition, the flow of goods resulting from the transformation of raw materials into semifinished products.

SAP Quality Management (QM) is a part of SAP ERP Central Component (ECC) that is designed to facilitate the management of quality assurance and assurance procedures within an organization. Its main goals are defect prevention, process improvement, and long-term quality control. Compliance with manufacturing quality laws, reduced operational expenses, and enhanced customer satisfaction are all possible outcomes.

Human Resource Management (HRM) 4. Managing employee information for HR needs including administration, timekeeping, and payroll is the primary goal of master data administration. It is possible to hire a new worker without resorting to Recruitment. Rather, you can create the essential data for hiring by conducting a personnel activity in Personnel Administration.

Sub-modules provide specialized functions within the HCM module. SAP's HCM module is a prime example of why the company's ERP software is so powerful.

There are numerous interaction points between the HCM system and virtually all of the other SAP modules (where data is transferred back and forth without human intervention). In addition, the HCM components work closely together.

The preceding example demonstrates some of the fundamental SAP HCM functional concepts that Eitekh adheres to:

Management of Organization (OM) Management of People (PA) Management of Time (TM) and Payroll (PY)

The Sales and Distribution (SD) module in SAP is an essential part of the program. The process of incorporating it is laborious. Businesses utilize SAP Sales and Distribution (SD) to streamline the whole sales and distribution process, from customer inquiry to product delivery.

In addition to keeping tabs on things like product inquiries, quotations (pre-sales activities), orders, pricing, arranging deliveries (sales activity), picking, packing, goods issue, shipment of products to customers, delivery of products, and billings, SAP SD can also keep tabs on a wide variety of other business operations.

Logistics, supply chain management, sales and delivery, warehouse management, production and planning are all part of Materials Management's remit, as are the logistics of moving materials.

SAP Materials management is responsible for a number of supply chain tasks, including consumption-based planning, planning, vendor evaluation, and invoice verification. Supply management includes maintaining an ordered inventory and storage facility until all inventory is exhausted.

Maintenance planning in SAP PM can be used to reduce the likelihood of unexpected equipment breakdowns and subsequent delays in production. It's a metaphor for the thorough preemptive checking, upkeep, and fixing you do. Maintenance planning can minimize breakdowns, which can pose major threats to the environment if left unchecked.

2.1.4 <u>Implementation of SAP SD in Client Offices</u>

SAP S/4 HANA Implementation for Pharmaceuticals

Industry: Pharmaceuticals

Duration: 22 months

Company Overview

A leading Bangladesh pharmaceutical company engaged in the development, manufacture, and distribution of pharmaceutical and nutraceutical products. They have an extensive manufacturing footprint with a total of 5 manufacturing plants and 38 distribution centers across 7 legal entities.

Challenges:

·　　The client uses disparate legacy applications for their business processes which lacked the required integration, regulatory compliance, and a robust and reliable reporting engine.

·　　Lack of integration with software for distribution business

·　　Regulatory Compliance and Reporting were identified as a major pain area and a key challenge.

·　　No Accurate visibility of stocks and excess inventory levels at distribution centers.

Results & Benefits:

● Utilizing S/4 HANA 1909 for the entire business operations covering Procure-to-Pay, Plan-to-Produce, Order-to-Cash, and Hire-to-Retire processes with complete accounting integration.
● Integrated Warehouse Management for Raw and Packaging material identification and tracking.
● Accelerated sales cycle with improved access to backend systems and data quality
● Faster and effective financial closing cycle and seamless financial transactions and consolidated Management reporting.
● 75% reduction in the cycle time required for data reconciliation and financial planning in SAP Business Planning and Consolidation module.

SAP S/4 HANA Implementation for downstream O&G

Industry: Hydrocarbon Products

Duration: 8 months

Company Overview

The customer is a publicly listed lubricant manufacturer of various formulations to cater to the needs of automotive and industrial segments.

Challenges:

- Alignment of business with global template
- Disparate system landscape with manual operations across functions
- Lab services were tracked manually
- Silo functionality with no cross-module integration
- Localization compliance issues
- Customer service issues

Results & Benefits:

· Achieved 85% Faster Customer response time

· 100% automation achieved in demand forecast

· 100% automation achieved in lab services operations

· 50% reduction in lead time required for data reconciliation and financial reporting

SAP S/4 HANA Implementation for Diversified Conglomerate

Industry: Manufacturing, Trading, Financial, and Business Services

Duration: 11 months

Company Overview

The company is a diversified conglomerate with 20 legal entities covering solar, chemical, wood and appliance manufacturing, as well as trading and service operations.

Challenges:

- Disparate System Landscape with manual Operations across functions.

- Silo functionality with no cross-module integration

- Lack of Process Harmonization

- Lack of overall control and visibility for Revenue Projects

- Localization Compliance issues

- Financial Consolidation Issues

Results & Benefits:

- Increase speed and improve decision making

- Achieve real-time business disability

- Increase monitoring, minimize downtime, and improve business controls

- Consolidated all units with a single, integrated enterprise research planning solution

- Leverage business data for real-time report generation and decision support

- Standardize the business process for operations, logistics, and finance to maximize business controls and minimize downtime

Implementation of Central Finance (S/4 HANA) and BPC Planning

Industry: Manufacturing

Duration: 8 months

Company Overview

The client is a global leader in the manufacturing of industrial glass and related products.

Challenges:

- Disparate system landscape with manual processes across functions
- Data silos with little cross-module integration
- Lack of process harmonization
- Lack of overall control and visibility for planning and revenue projects
- Localization compliance issues
- Financial consolidation issues

Solution Provided:

- Performed the function of data integration manager working with a team of developers to ensure all inbound and outbound interfaces from the central accounting system work as per client requirements.
- Coordinated with SAP Hana Enterprise Cloud team on system administration and infrastructure issues.
- Supported the business planning team in translating requirements into the technical planning solution that included project and production planning.
- Managed the technical design and development efforts for automated data integration with Ariba and Concur cloud solutions.
- Supported the Finance integration of multi-billion-dollar global acquisition into existing ECC, BPC, and BW solutions.
- Enhanced the interface solution between planning and budgeting solution with SAP Controlling to allow near real-time updates.

● Supported implementation of India GST solution for ERP.

2.1.5 Industries Eitekh ERP Ltd. Worked With

United States:

Fig: Industry In Usa

Canada

Fig: Industry In Canada

Bangladesh:

Fig : Industry In Bangladesh

2.2 SWOT Analysis:
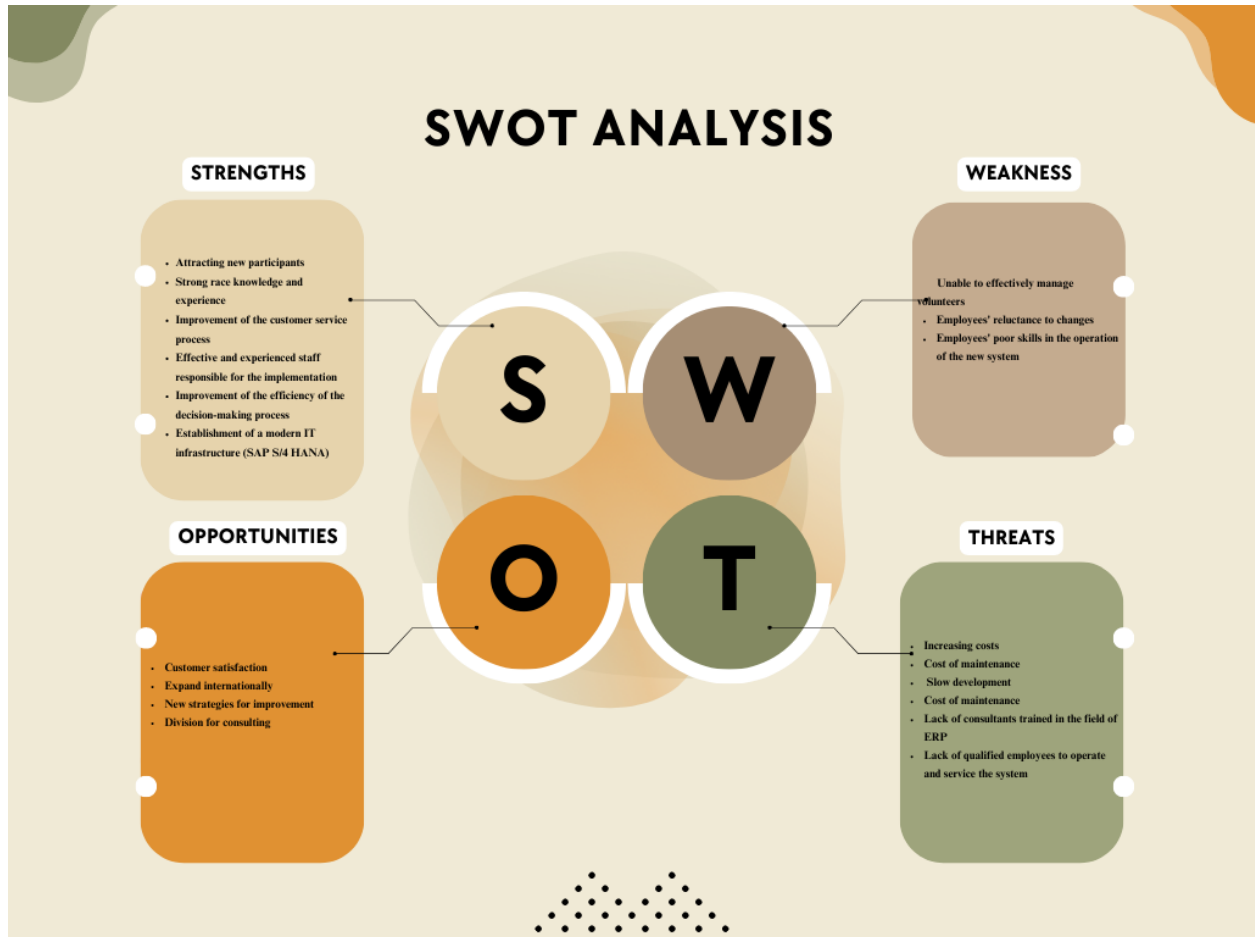
Fig: Swot Analysis of Eitekh

Chapter 03

Industry Analysis

3. Industry analysis:

Enterprise systems, also known as enterprise resource planning (ERP) systems, are software applications used for managing a company's operations. ERP systems include modules for managing a company's finances, human resources, products, services, and distribution channels. ERP (Enterprise Resource Planning) software has become an integral part of today's businesses. They provide support for the administration of many business operations, including budgeting, bookkeeping, HR, CRM, and logistics. More and more companies are implementing centralized enterprise resource planning (ERP) systems to improve their overall efficiency, effectiveness, and performance. The ERP market is growing rapidly, and the research presented here will provide insight into its present size, growth drivers, difficulties, and trends.

3.1 Growth of Trends:

From $38.84 billion in 2020 to $63.42 billion in 2026, the worldwide ERP software market is projected to expand at a CAGR of 8.4%, as reported by Research And Markets. Enterprise resource planning (ERP) software is expected to grow from its current market value of $38.5 billion in 2020 to $61.2 billion by 2025, a CAGR of 9.8 percent, according to a survey by MarketsandMarkets.There is a sizable market for ERP, or enterprise resource planning. Revenue in this sector is expected to expand at a CAGR of 8.5% between 2021 and 2026, reaching $78.40 billion by 2026. Rising needs for streamlined internal communication and collaboration, centralized management of business operations, and greater use of cloud-based ERP systems are all factors driving market growth. Deployment, function, end user, and region are all potential subsegments of the worldwide market..

3.1.1 Reason Behind growth rate:

The global market for ERP software is projected to expand at a Compound Annual Growth Rate (CAGR) of 8.4% between the years 2020 and 2026, rising from $38.84 billion in 2020 to $63.42 billion in 2026, as stated in a study published by ResearchAndMarkets. The global market for enterprise resource planning (ERP) software was valued at $38.5 billion in 2020, and it is anticipated to reach $61.2 billion by 2025, showing a compound yearly growth rate (CAGR) of 9.8 percent during the forecast period. The study was published by MarketsandMarkets.Enterprise Resource Planning (ERP) holds a significant share of the overall market. It is anticipated that the annual growth rate of the sector will average 8.5% from 2021 to 2026, which will result in the projected revenue for the industry reaching $78.40 billion by 2026.

The market is developing as a result of a growth in the number of businesses using enterprise resource planning (ERP) systems that are hosted in the cloud, a push to centralize and optimize organizational operations, and an increasing desire for improved interdepartmental communication and collaboration. There are further opportunities for segmentation in the global market based on deployment, function, end user, and geographical location.

In recent years, cloud-based enterprise resource planning (ERP) solutions have become increasingly popular as a direct result of the increased demand for scalability, adaptability, and efficiency in business operations. Cloud-based solutions provide the benefit of accessibility from any location with an internet connection. This enables businesses to broaden their reach to a larger global audience and cooperate more effectively with customers and suppliers despite the fact that they may be located in different time zones. Cloud-based solutions are a good choice for small and medium-sized enterprises since they have a lower upfront cost and a pay-as-you-go pricing model. This makes them an affordable and efficient option.

The proliferation of mobile devices has contributed, in part, to the growth of enterprise resource planning (ERP) systems. This is as a result of the efforts that businesses have made to offer their employees with access to vital data and applications from any location and at any time of day or night. Employees who have been allowed mobile access are able to use their personal devices to handle invoices, check the current stock levels, and offer authorisation for purchase orders.

Because of their stringency and inability to be negotiated, industry-specific rules and compliance requirements are of the utmost significance for firms to adhere to. This is of the biggest importance. Enterprise Resource Planning (ERP) systems can be of assistance to organizations in conforming to these requirements by gathering and presenting critical indicators such as financial performance, inventory levels, and personnel data. ERP systems can also help organizations reduce costs associated with compliance.

3.2 Pros and cons of Erp in Bangladesh:

Pros of ERP Software in Bangladesh:
ERP software's various solutions can be used to improve corporate processes and help companies stay ahead of the competition. The company will be fully digitalized as a result.

ERP software provides 360-degree oversight of the entire operation. As a result, stakeholders have complete visibility into all data and stock levels, facilitating rapid response to changing circumstances.

Gain a deeper understanding of each report and strategy: Now, every job and function within departments can be compared and analyzed with ease using the unified reporting tools made possible by ERP software. Creating a spreadsheet is not required.

It allows for precise forecasting: ERP software enables upper management to plan strategically and think forward. As a result, your organization can save money and avoid a drop in sales.

Make sure departments work together: The roles of various sections vary greatly. Therefore, it is important to set up a flexible collaborative infrastructure. Now that ERP software has been

implemented, all of the relevant data for the division can be stored in one place and quickly retrieved as needed.

Negatives of ERP Software in Bangladesh Expensive:
- One of the disadvantages of ERP software is that it belongs to an expensive price range.
- There are additional costs associated with ERP software, such as implementation, maintenance, and monthly fees.
- The operability of ERP software depends on experience:
- To operate ERP software effectively, it is necessary to understand its inner workings. Due to a dearth of knowledge, a company's exposure to risk increases.
- Not properly evaluated prior to purchase:
- In doing so, the majority of businesses lose more benefits than they obtain. Before purchasing an ERP solution, it is essential to understand all of the software's bells and frills. In addition, it is essential to choose software that fits your business activity.
- Lack of understanding:
- To fully benefit from ERP software, it is essential to have years of experience with its operation. Employees may be hesitant to adopt the new technology due to a lack of understanding. And that becomes a barrier for ERP software to deliver full support for the business.

3.3 Sap overview:

Of the three tiers of ERP systems, SAP is classified as a Tier-1 ERP system. SAP is a prominent provider of enterprise software solutions, encompassing ERP systems, and has undergone significant growth in the recent past. Based on market research evaluations, it is projected that the worldwide ERP software sector will experience a compound annual growth rate (CAGR) of roughly 7.5% from 2021 to 2026.

SAP has significantly contributed to the expansion of the ERP software market, boasting a market share of over 26%. In 2020, SAP recorded total revenues of €27.3 billion, indicating a 1% increase from the previous year. The corporation experienced a year-on-year increase of 18% in cloud sales, reaching a total of €8.1 billion.The expansion of SAP can be ascribed to a number of different causes, including the company's strong reputation in the market, its large product range, and its capacity to develop and adapt to the ever-changing demands of the industry. The organization is active in a wide range of fields, including the retail sector, healthcare, the financial sector, and manufacturing.

SAP has committed a sizeable amount of capital to developing cloud-based solutions, which are expected to fuel the company's future growth. The organization's revenue from cloud services has been following a pattern of progressive improvement, and they have set a goal to achieve

€22 billion in cloud revenue by the year 2025. In addition to this, SAP has increased the variety of products it offers by increasing the number of firms it owns. SAP recently completed the acquisition of Signavio, a software company that specializes in the administration and automation of business processes.In general, SAP is in an excellent position to capitalize on the growing demand for enterprise resource planning (ERP) and other business software solutions, and it is anticipated that the company will experience substantial expansion in the foreseeable future.

3.3.1 Why Company Implements SAP:

The Enterprise Resource Planning system, sometimes known as ERP. The enterprise resource planning (ERP) software solution SAP is widely known and utilized all over the world. A variety of variables have contributed to the ERP system's rise to prominence as one of the systems with the highest levels of performance.

SAP provides a complete suite of modules and features that cover all parts of corporate operations, including finance, supply chain, procurement, manufacturing, human resources, and customer relationship management (CRM). These are just some of the areas that are covered by SAP's offerings. Because of this, businesses are able to manage their whole spectrum of business activities under a single unified system, which increases the effectiveness of their operational processes.

The SAP system possesses a high degree of adaptability and can be customized to meet the specific requirements of a wide range of business sectors and companies. The ERP system is adaptable since it can integrate without causing any disruptions with a wide variety of corporate procedures and operations.

Scalability is one of SAP's most important characteristics, as it enables the software to be molded to meet the ever-evolving requirements of companies of all sizes, ranging from single-location startups to multinational conglomerates. As a result of its capacity to administer massive amounts of information and business activities, this solution is particularly well-suited for corporations that are engaged in complex and high-volume operations.

By providing connectivity with other organizational systems as well as third-party apps, SAP makes it easier to integrate a wide variety of systems and data sources into a single cohesive

whole. Integration of systems results in the destruction of data silos, which in turn raises the level of visibility across an organization.

To better serve its customers, SAP offers a wide range of support services, such as technical assistance, training, and consultancy. This guarantees that businesses have access to the information and resources they require to make the most of the SAP system and maximize the efficiency of their use of it.

Because of its many different characteristics, including adaptability, scalability, integration with other systems, and comprehensive support services, SAP is commonly recognized as a top-tier enterprise resource planning (ERP) system. It is of the utmost importance to keep in mind that a variety of ERP systems can be found on the market, each of which may be better suited for certain kinds of businesses or industries.
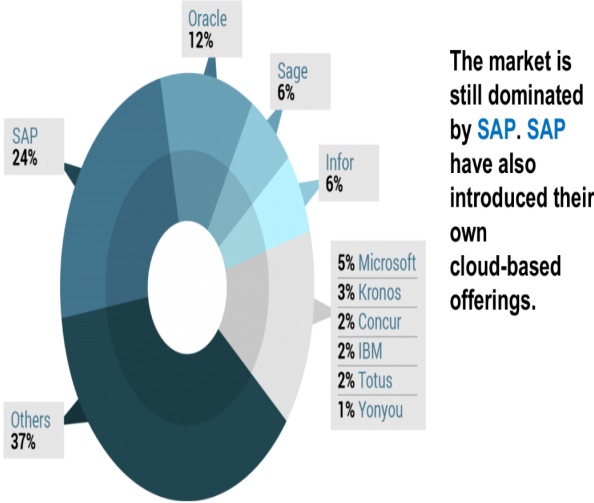
Fig 01: User percentage of Sap

Major 10 Factors Considered in ERP Implementation

Major Points	SAP	Oracle	Microsoft	IFS	Leader
Required Functionality	5	3	2	2	SAP
Common Platform/Technology	5	5	5	2	SAP, Oracle, Microsoft
Available Resources to Support	5	5	3	1	SAP
Total Cost of Ownership	3	3	4	5	IFS
Protection against Obsolesence	5	4	3	2	SAP
Annual Support Cost	3	3	4	5	IFS
Powerful Business Intelligence	5	4	2	3	SAP
Software Publisher Expertise & Finacial Stability	5	5	5	1	SAP, Oracle, Microsoft
Familiarity for fast user adoption	3	3	5	4	Microsoft
Safety in Numbers/Widely Accepted	5	4	3	1	SAP
Total Score	**44**	**39**	**36**	**26**	**SAP**

	SAP	Oracle	Microsoft	IFS
Benefit Factor	72.2	58	68	65

Remarks
SAP is the leader in terms of providing benefits for business after implementation with 72.2% clients reporting their benefits.

Benefits
SAP 72.20%, ORACLE 58%, MICROSOFT 68%, IFS 65%
■ Benefits
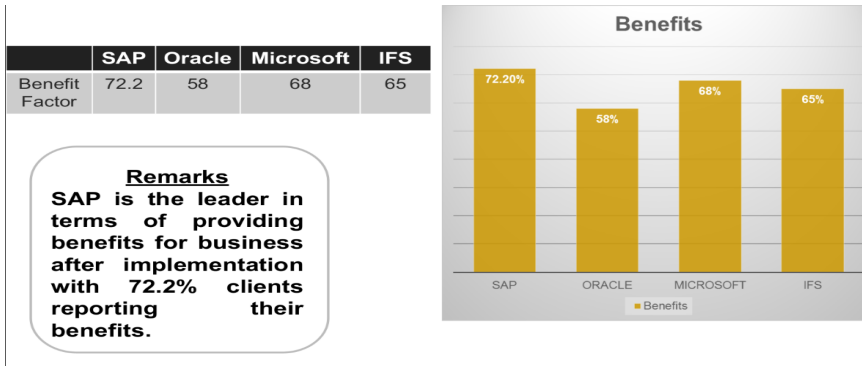
Fig 02: Factor and Benefits to implement SAP

3.4 SAP SD Module:

II'd like to give some more details on the SD module, which was given to me along with instructions on how to use it.

The SAP ERP (Enterprise Resource Planning) system is at the top of its class when it comes to comprehensive company management software, and the SAP SD (Sales and Distribution) module is an essential component of this system. The purpose of the module is to make the business processes involved in the marketing and distribution of goods and services easier to carry out. This essay will conduct an in-depth analysis of the SAP SD module.

SAP SD Module Overview
The SAP (SD) module is composed of a few different sub-modules that connect with other SAP modules such as SAP Financial Accounting (FI), SAP Controlling (CO), SAP Materials Management (MM), and SAP Production Planning (PP). The following is a list of some of the most important duties that are simplified thanks to the feature offered by SAP SD:

1. Processing Sales Orders: This includes creating a sales order, which is a record that explains what the customer wants in terms of the items or services that you provide. On the sales order, it is mentioned what kind of good or service is being sold, as well as how many of it, when it will

be supplied, how much it will cost, and when it will be delivered. Also included on the sales order is the quantity of the good or service.

2. Delivery Processing The second phase, which occurs after a sales order has been placed, is to "delivery process" the products in order to get them ready for delivery. This step is referred to as "delivery processing." It is vital to produce a delivery document that includes pertinent information such as the name and address of the customer, the day on which the delivery will take place, and the total quantity of things that will be shipped. This document should also include the total number of items that will be shipped.

3. The Production of an Invoice or Bill Following the Delivery of the Goods to the Customer, the Next Step Is to Produce an Invoice or Bill for the Services Rendered. This involves preparing a document for the purposes of billing, which should contain the name and address of the client, the date of billing, and the total amount that the customer owes.

4. Credit management is the process of assessing whether or not a customer has sufficient available credit to make a transaction. This refers to the process of identifying whether or not a customer has credit management. It is essential to carry out a credit check on the customer before beginning the process of processing the sales order in order to ascertain the highest possible credit limit that can be extended to them.

5. Pricing is the process of determining the cost of a product or service. This can refer to both goods and services. Considerations such as how much it costs to create the good or service, how much demand there is for the product or service, and how much competition there is in the market are some of the factors that go into making this decision.

6. production Management is the process of controlling the production of various papers like as sales orders, delivery documents, and billing records. This is referred to as the process of managing output.

7. The practice of determining the amount of a customer's refund based on the goods that the customer has purchased is referred to as "rebate processing." One's eligibility for a rebate may be determined by the amount of money spent, the number of times something was purchased, or any other factor.

8. Return processing is the management of things that customers send back for a number of reasons, including damage, defects, or other concerns. This term refers to the administration of returned items by customers.

3.4.1 Important aspect:

For companies that deal in the sale of goods and services, the SAP Sales and Distribution (SD) module is an indispensable piece of software because it includes a number of essential qualities that combine to make it an indispensable tool. The following are some of the most important elements to consider:

1. Integration with other modules: SAP SD can operate with other SAP modules such as SAP FI, SAP CO, SAP MM, and SAP PP. Because of this, firms are able to handle sales and shipment at the same time.

2. Modifiable: Because the SAP SD module is particularly adaptable, it may be altered to better suit the requirements of individual companies. Alterations can be made with the help of configuration settings or writing tools like Advanced Business Application writing (ABAP), for example.

3. Support for several currencies: As the SAP SD module supports many currencies, companies are able to transact business in more than one currency.
Support for a Wide Variety of Languages Because the SAP SD module is available in a number of language variants, businesses now have the ability to communicate in a wide variety of tongues when conducting business.

4. Information in real-time: The SAP SD function enables users to get information in real time regarding orders for commodities, bills of lading, and various other essential business procedures. This enables organizations to make informed judgments based on the state of the facts as they currently stand.

5.Automatic pricing: The SAP SD module has an advanced pricing engine that can automatically set prices based on many factors, such as the cost of production, market demand, and the competition.

6.Batch processing: With the SAP SD module's batch processing features, companies can handle a lot of sales orders, delivery papers, and payment documents at once.

7.Document Management: The SAP SD module has powerful features for document management that help businesses handle their sales and distribut

Chapter:04

Description Of Duty

4. Description of Duties:

This chapter focuses on my duties and responsivities as an intern at Eitekh ERP LTd Bangla. This will give an understanding of my contribution to the company for 3 months and my scope of learning.

4.1 Position and department:

I was an Intern at the SD module for 3 months at Eitekh Erp Bangladesh. I learn to run the OTC cycle, Bp creation, and understand the Business Process of the Client. As I was assigned to the Smc company I have to understand their Business process properly.

4.2 Tasks completed during the internship:

Analysis: At the beginning of my internship period, I was given some analysis tasks.

- I was instructed to make an analysis of the Erp and provide some books and videos for further development.
- I was instructed to communicate with all other modules and understand those and how business problems can be solved by SAP.
- Generate ideas for Business processes.

BRD & PPT:

- I had to make business requirement documents (BRD) for As is Business Documents, To be Business Documents.
- I had to make PPT based on Important meetings.

Process Flow:

- I had to communicate with the sales and distribution department of SMC d to create a process flow on how their process is ongoing.

- I had to communicate IT department to create a process diagram for Distribution sales.

Project:

- I was assigned with "Implementatuin s4hana in SMC project". I was given the responsibility to create all the documentation, BP creation, timeline, high-level scope, ppt, and BRD, and communicate with sales and other departments for the project.

4.3 OTC Cycle Run:

Every organization needs to go through the OTC cycle, and the success of the company depends on its efficient management. Organizations can manage the sales process from beginning to end with the help of SAP's OTC cycle, which gives them the tools and procedures they need to do it in an effective, accurate, and dependable manner.

A crucial business process in SAP ERP is called the OTC (Order to Cash) cycle, which manages the full sales process from receiving an order to getting paid by the customer. The OTC cycle includes the following steps:

1. Sales Order Entry: The procedure starts by creating a sales order in SAP that contains customer information, product information, pricing information, and delivery information.

2. Delivery: Following the creation of the sales order, the delivery process starts. The merchandise is chosen, packaged, and delivered to the customer.

3. Billing: Following the shipment of the products, the billing process begins. Based on the delivery and payment conditions stated in the sales order, an invoice is generated in SAP.

4. Payment: The OTC cycle's final phase is payment collection. Numerous methods, including checks, credit cards, electronic funds transfers, etc., are available for receiving the payment.

4.3.1 Step of OTC cycle run:

Step 1: Definition of Sales Organization: Definition-Sales and Distribution-SPROCopy, delete, and check sales organization sales organization definition. Clicking the "New Entries" button will allow us to construct a brand new sales organization for our company.

ZJC0 is the Sales Organization for this demonstration.

Step 2: Define the Distribution Channel:

SPRO-Enterprise Structure-Definition-Sales and Distribution-Defining, copying, removing, checking, and defining distribution channels.

With the 'New Entries' button, you can add a new record for a distribution route to the list.In this example, the sales company is called "ZJ."

Step 3: Define Plant:

Path: 'Logistics - General' under SPRO-Enterprise Structure-DefinitionUsing plants to define, copy, delete, and check plants

You can add a new Plant record by clicking the 'New Entries' button. The name of the Plant in this demo is 'ZJP1'.

Step 4: Maintain FI Master Data For The Customer

As was already said, this is a new customer, so we should update the business's FI master data.

a. Describe the company: SPRO-Enterprise Structure-Financial Accounting Company "ZJC1"

b. Change, copy, erase, and check Company Code: 'ZJC1' SPRO-Enterprise Structure-Financial Accounting

c. Code for a transaction on the reconciliation account: FS00

Under the company code, we should make a new reconciliation account for the user.

In my test, the account number is "100100." In the "Reconcile Account for Account Type" box, choose "Customers" if the account is for customers.

Step 5: Link The Objects:

It is important to keep the objects connected after they have been made. Before we begin the "Order to Cash" procedure, please double-check the assignments and ensure that all the newly formed items have been linked appropriately. If the connections are broken, the 'Order to Cash' procedure will throw various error messages.

Assignments can be completed along the way: SPRO-Assignment: Enterprise Structure

The first step is to provide each company a unique identification number, or "company code."

d. Assign sales team's distribution channel

e. Assign the o sales team a specific department

It is possible to utilize the existing divisions or to construct a new division depending on the needs at hand; for the sake of this blog post, I will make use of the current divisions.

f. Designate the Sales Team, Warehouse, and Production Facility

Step 6: Maintain Customer Data

Since this is a brand-new client, a fresh customer master record must be made for them in the CRM.

The S/4 HANA system now uses Business Partner (BP) instead of a dedicated transaction code (TCODE) for managing vendor and customer information. For this client, we need to make a new Business Partner with the Customer roles (FLCU00, FLCU01).

ATC Identifier: BP

Given the scope of BP configuration and data management, I'll introduce it in a separate post.

This is how it's done:

A new Organization is created, and the FLCU01 Customer role is assigned.

The 'Sales and Distribution' option is located in the upper-right hand corner of the screen.

Keep the popped screen updated with the "Sales Organization," "Distribution Channel," and "Division" information.

The accompanying screenshot represents the results of my test.
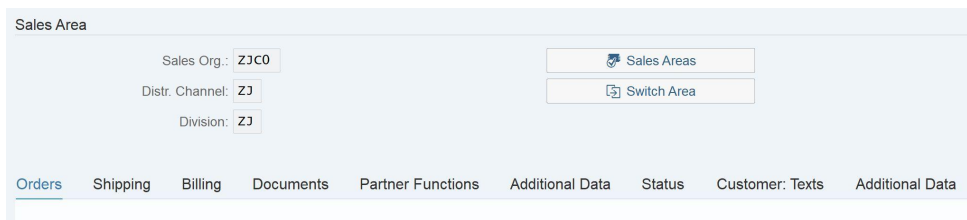
Depending on what's needed, we can update the tabs with the relevant information. Once the customer has been made, we can return to this screen and look at the 'Partner Functions' tab; the customer number maintained there will be needed when making a sales order.

We'll use customer number 3639 (not to be confused with the BP number) in a subsequent test to illustrate.

c. Go to the Roles tab and pick the FI Customer role FLCU00.

The **'Company Code'** option should be chosen from the menu in the upper right.

Using the company code which we created in step 4.b in the poped screen.

Using the reconciliation account which we create in step 4.c.
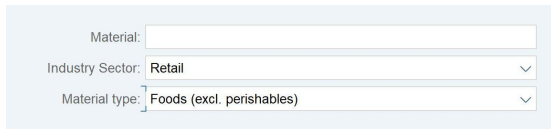
Step 7: Maintain Material Master:

The food wholesaler has agreed to sell the buyer ten bags of rice. The rice material MMDB needs to be established.

Transaction Code: **MM01**

It might be a lot of work to keep up with material master data. Many different fields in MM01 can be used to accommodate various business needs. In this scenario, I will only employ the most fundamental features for material master data management.

a. Choose a Field of Business and a Type of Raw Materials
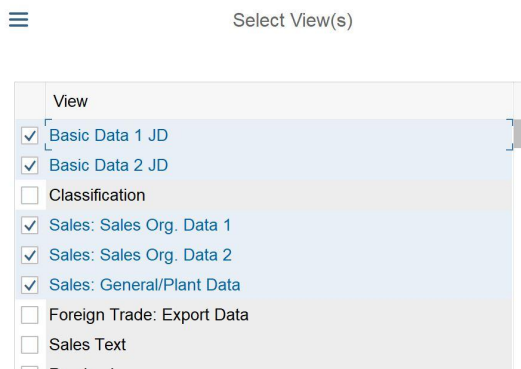
Material:
Industry Sector: Retail
Material type: Foods (excl. perishables)

b. Select the views
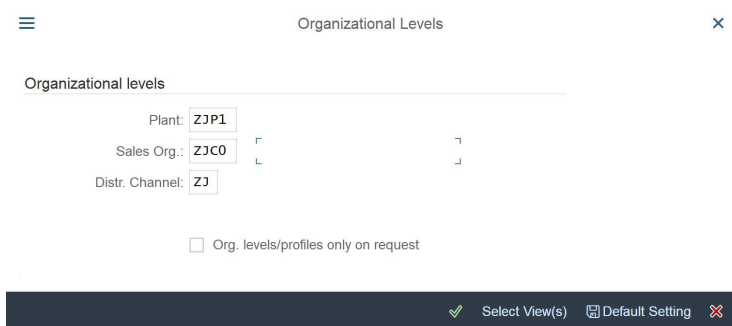
View 'Accounting 1' should also be selected.

≡   Select View(s)

View
✓ Basic Data 1 JD
✓ Basic Data 2 JD
☐ Classification
✓ Sales: Sales Org. Data 1
✓ Sales: Sales Org. Data 2
✓ Sales: General/Plant Data
☐ Foreign Trade: Export Data
☐ Sales Text

c. Input the organization level data, using the data which we created in the previous steps.

≡   Organizational Levels   ×

Organizational levels

Plant: ZJP1
Sales Org.: ZJC0
Distr. Channel: ZJ

☐ Org. levels/profiles only on request

✓ Select View(s)   🖫 Default Setting   ✗

d. Maintain basic data in the tab 'Basic Data 1'.

Business Unit of Measure: BAG

Weight information:

e. Maintain tax data in the tab 'Sales: sales org. 1'

f. Maintain price information in the tab 'Accounting 1'.

This is just an example.

After we click the 'Save' button, the system may ask us to maintain the values of other fields, this is based on the existing system configurations.

Step 8: Add Stock Of The Material:

The trading firm has agreed to sell the client ten sacks of rice. Make sure there is sufficient supply before submitting the sales order.

In our experiment, the material's supply is initially at zero after it has been generated.

MIGO is the Transaction Code.

Although MB1C was once a popular choice, it is no longer supported.

Either a Purchase Order or no Purchase Order is required to increase stock. To increase the stock in this article, I will use the original stock (movement type 561) instead of the Purchase Ordre.

a. Purchase Order (PO) Not Present Upon Receipt
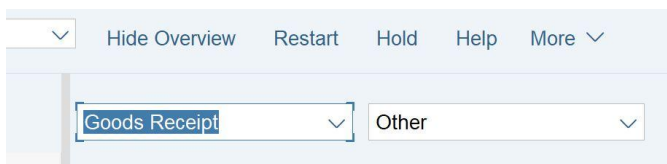
b. Input the material number which we created in step 7
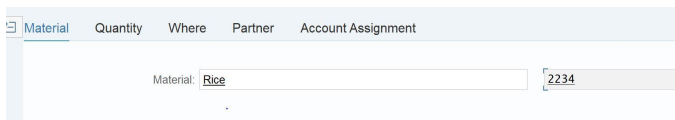
c. Maintain quantity information

I want to add 1000 bags of rice for further use.

d. Maintain storage location information

Make sure the 'Item Ok' checkbox is selected and click the 'Post' button.

After the new material document is posted, the stock will be increased. The stock can be checked by Transaction Code **MMBE.**

Step 9: Maintain Item Category

Make sure the rice is in the right category before creating the sales order to sell it.As was previously indicated, we require shippable goods. The category for this must be kept up.

The VOV7 Transaction ID is:

In preparation for the exam, I verified that the 'TAQ' item category was selected correctly.
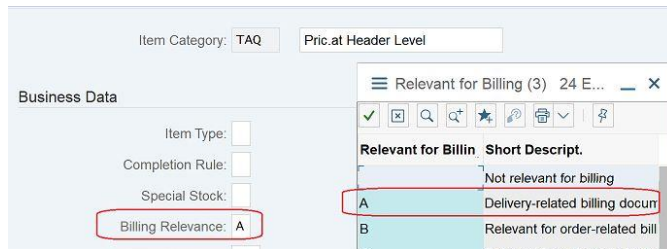
Step 10: Create Sales Order

After the preparations, we can create a sales order based on the created data.

Transaction Code: **VA01**

a. Create a standard order (Order Type 'OR')
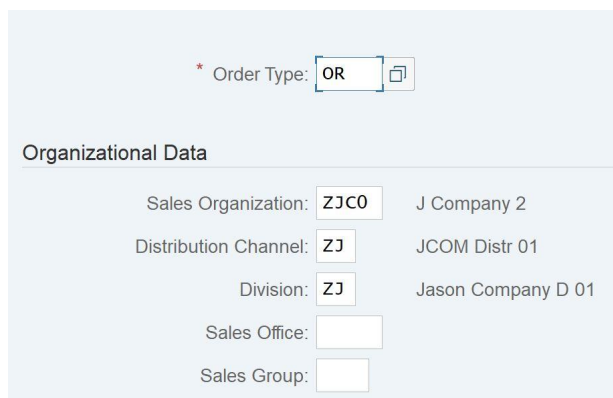
b. Using the customer number which we created in step 6 as 'Sold-To Party' and 'Ship-To Party'

c. Maintain the 'Sales' tab

Choose option 0002 (2% off if you pay in 14 days).

ZJC1 (formerly maintained) is the delivery plant.

The fields 'Order Quantity,' 'ItCa,' and 'Amount' for the material we created in Step 7 of the list should be kept updated with the values 'TAQ' and 'TAQ', respectively.

d. Maintain the 'Shipping' tab

Step 11: Deliver the goods

After we create the sales order, the next step is to deliver the goods (if the item category is deliverable).
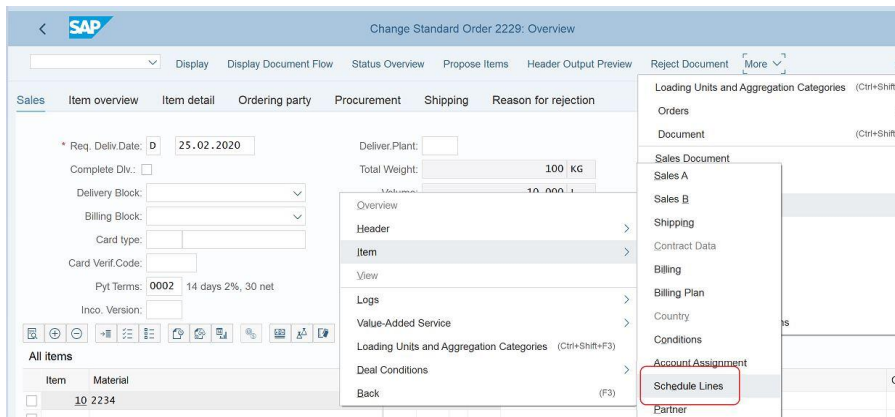
Transaction Code: **VL01N**

The warning message below may appear.
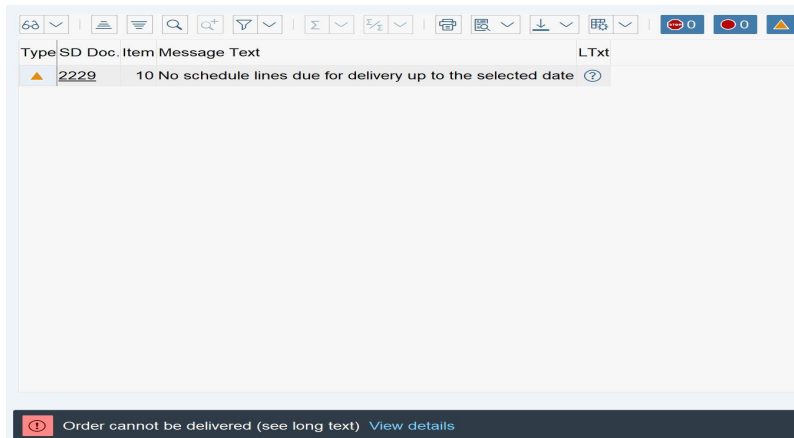
To fix this issue, we should come back to generate the schedule line for the sales order.

Transaction Code: **VA02**

Input the 'Confirm Quantity' value and save the change.

The sales order must then be processed again in VL01N. After you verify the information and click "Save," an outbound delivery document will be generated.

We need to make sure the goods have been delivered or chosen before we can bill the sales order.

The VL02N Transaction ID is:

The buyer is responsible for picking up the goods themselves as described in this blog post. It is important to keep the 'Picked Qty' field updated in the 'Picking' section.

The storage location should also be maintained at the same line item.

After that, we should post a good issue for this outbound delivery.
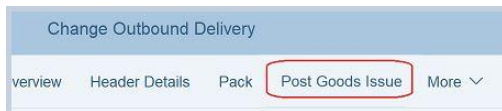
Step 12: Billing The Sales Order

After a transaction's sales order has been created and the goods have been picked or delivered, it is essential to make the invoice for the transaction as soon as possible.

Transaction Identification Number: VF01
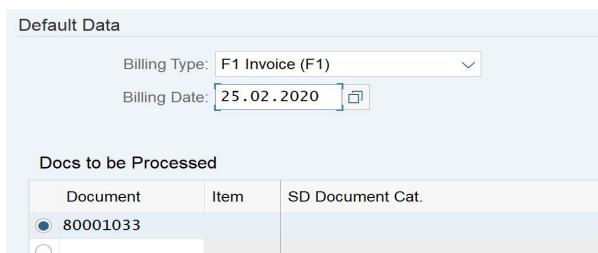
The number of the delivery document that was just preserved by us will automatically appear on the list. Click the "Execute" button after making the selection "F1 Invoice" for the "Billing Type" and the current date for the "Billing Date."

The screen that follows is the one that will appear if there are no problems. After double-checking the information, select "Save" from the drop-down menu.
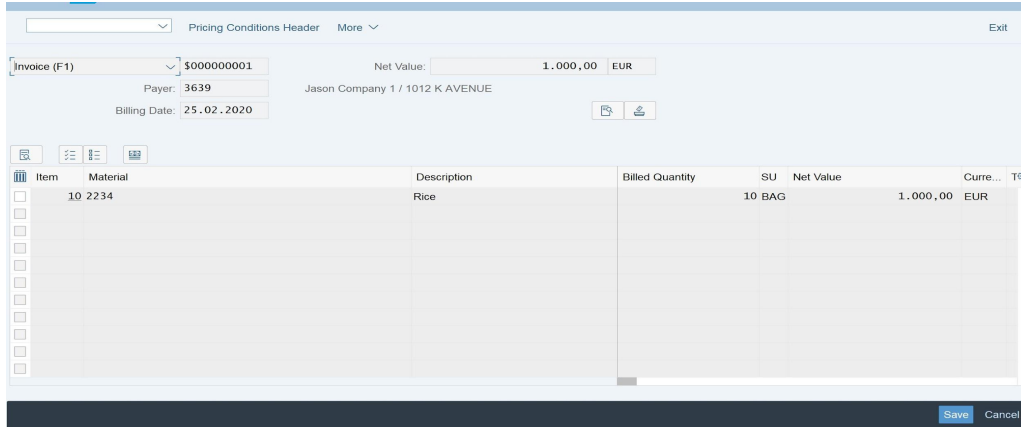
Step 13: Release Billing Document to FI Accounting

The document generated at step 12 will not default release to FI accounting. We should manually release it to accounting.

Transaction Code: **VF02**

Click the 'Release to Accounting' button at the top-right screen.
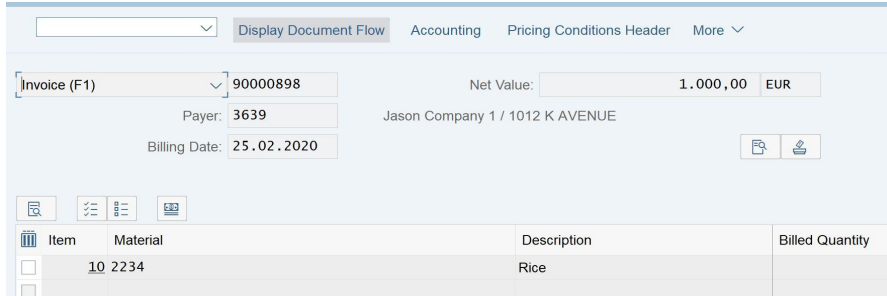

After the document is released to FI accounting, we can check the FI invoice information by the '**Display Document Flow**' button in VF02.

The FI invoice information can be found in the screenshot below. This invoice is **not cleared**.

When releasing the document to FI accounting, we may encounter the 'account cannot be determined' error if GL accounts in transaction code VKOA (revenue, sales deductions, etc.) have not been maintained. Revenue, sales, deductions, and other figures cannot be mapped to a general ledger account in the software. To find out which general ledger (GL) account in the chart of accounts should be used for the purposes and kept them in transaction code VKOA, enter 'V' in the 'Application' field, as 'V' standards for 'Sales/Distribution' at this point. We will not be introducing anything new about GL account configuration in this cycle as it is quite context-dependent.

Step 14: Check The Invoice

Finally, the invoice is generated. Let's take a look at it.

Transaction Code: **FB03**

Data Entry View

Document Number: 100000000	Company Code: ZJC2	Fiscal Year: 2020	
Document Date: 25.02.2020	Posting Date: 25.02.2020	Period: 2	
Reference: RICE SALE	Cross-Comp.No.:		
Currency: EUR	Texts Exist: ☐	Ledger Group:	

CoCd	Item Key S	Account	Description	Amount Curr.	Tx	G/L Account	Cost Center
ZJC2	1 01	3639	Jason Company 1	1.000,00 EUR		100100	
	2 50	800000	Sales revenues-dom.	1.000,00- EUR		800000	

For the FLUC00 Business Partner 'FI Customer' function, we kept the reconciliation in G/L Account 100100.

I set up GL Account 800000 for recording sales revenues in the VKOA transaction code.

Since the invoice has not been paid, we can look up the corresponding open item by entering the customer number we got in BP into transaction code FBL5N.

Customer selection

Customer account: 3639 to:
Company code: ZJC2 to:

Selection using search help

Search help ID:
Search string:

Search help

Line item selection

Status

● Open items

Open at key date: 25.02.2020

Customer	3639
Company Code	ZJC2
Name	Jason Company 1
City	

	St	Assignment	DocumentNo	Typ	Doc. Date	S	DD	Local Crcy Amt	LCurr	Clrng doc.	T
	●	0090000898	100000000	RV	25.02.2020			1.000,00	EUR		
*	●							1.000,00	EUR		
** Account 3639								1.000,00	EUR		
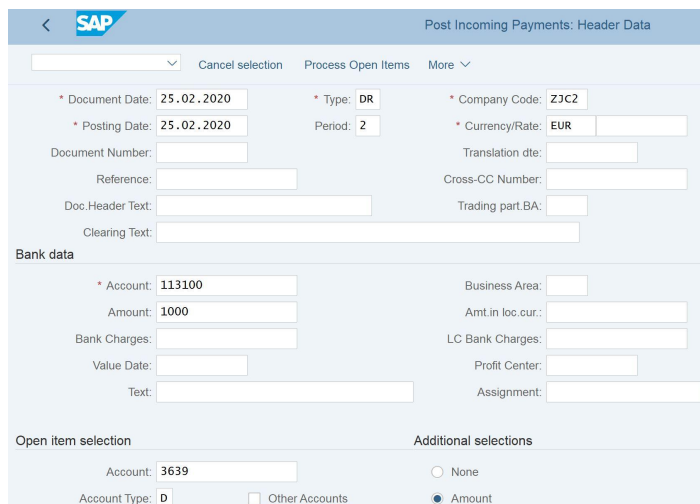
Step 15: Process Incoming Payment

The final round of our test involves closing the open invoice and applying the received payment.

Expense Report Number F-28

Make that all necessary bank-related system configurations have been completed before attempting to process the payment. This setup is beyond the scope of this article.

An example:

Click the 'Post' button after we input the data.

Input the 'Amount' value and click the 'Post' button.

A new document is created to clear the invoice.

If we check the sales order billing document again, we will see the invoice status changed to 'Cleared'.

Document	On	Time	Status
⌄ Standard Order 0000002229	25.02.2020	13:45:56	Completed
⌄ Outbound Delivery 0080001033	25.02.2020	13:57:10	Completed
⌄ → Invoice (F1) 0090000898	25.02.2020	16:16:48	Completed
Accounting Document 0100000000	25.02.2020	17:26:38	Cleared

Finally, we finish the 'Order to Cash' process.

4.4 Working conditions and functions:

The office hour at Smc is 9 am to 6 pm from Sunday to Thursday. Though the permanent employees usually stay much late due to work pressure, as an intern I could finish my work by 6 most days. But sometimes because of meetings or submissions, I had to stay for a bit late and complete my work.

Work from Home: In also first two months I was given remote training and also in the SMCs project in Wednesday we work from home.

4.5 Difficulties and challenges:

As an intern, it was definitely difficult to cope with the corporate culture at first. However, in a couple of days, the difficulties were reduced. As I had to previous knowledge of ERP i have to gather knowledge about this and find some difficulties the implementation process was difficult for me but over time things get easier for me.

4.6 Mode of Interaction:

As my department had 4 different module and I got the opportunity intregrate with all the 4 modules. The main mode of communication there is Microsoft Teams and Outlook. Mostly I was assigned with any tasks in the Teams and then I used to communicate with them face to face for any details. For tasks with other departments, I used Teams for meetings. I was privileged enough to have a face to face interview with the head of the department for my suggestions and experience of the overall internship period.

4.7 Working Tools:

I got the opportunity to work with tools like s4hana ,Sap which are licensed software. I got to attend sessions on how to use them and could practically use them in my work. The other tools I worked with are Ms Excel, Word, PowerPoint etc.

4.8 Overall Experience:

As a student of Business and Technology Management, I believe my goal is to be a bridge between Business and Technology. I believe I successfully did this job in this internship. I got the opportunity to work with both the business side and IT side and could create some positive outcome. Another best thing that I experienced in Eitekh is that I was not given more intern tasks like data entry or some repetitive tasks. Rather I was involved in some kind of projects by everyone. I could learn some amazing SAP software and skills which will be definitely helpful for my future endeav

Chapter 5

Analysis

5. Analysis:

This chapter will focus on comparing the theories I have learned and the things I have performed or observed in the company. The analysis will be made on three levels, company, market and professional. This chapter will also contain the challenges and difficulties I faced as an intern at Eitekh ERP LTD.

5.1 Company Level Analysis:

During my internship period, the processes I found extremely efficient and were not mentioned here.

Efficient processes:

The SD module of SAP is basically for maintaining sales and distribution process and logistics digitally. Thus I had the opportunity to observe some extremely efficient processes that has the possibility to transform daily business activities to a whole new level.

Inefficient process: According to me the only inefficiency I observed was the delay in the approval process. The delay in this process gave rise to several other inefficiencies.

5.2 Market Level Analysis:

Eitekh expanded workforce and authoritative culture gave the corporation an advantage over competitors. The employees here work hard to find new possibilities and innovative tactics for long-term success. Overall, they are making the best of their current circumstances. Though the SAP concept is not very usual from Bangladesh's Perspective

Eitekh is doing great and getting new projects from many leading companies in Bangladesh.

5.3 Professional Level Analysis:

My internship experience of 3 months will act as a stepping stone for my future career. I learned about the corporate culture and environment.

Influence on future career plan: Working as an intern in SD module I got the opportunity to work with some amazing licensed software like SAP Platform. In this digital age, we are extremely reliant on data and it is useless unless a company can gain insights and meaning from it. So the knowledge of power platforms especially learning SAP will help me in the long run. I also had works on excel which needed in depth knowledge. Thus I could brush on up my previous excel skills and also learned many excel functions which I never knew before. Again as I was involved in various projects I got the opportunity to experience how projects are implemented and managed. I had to communicate with vendors and other departments, and create BRDs and decks. All these definitely improved my interpersonal and communication skills. Also i plan to grow my career in this field already i am doing an extension period and then i will be a permanent employee of Eitekh and then i will like to be a certified Business Technology Analyst.

Correlation with university knowledge: The most beneficial part for me was that I could easily communicate with both the IT people and the business people. As a student of Business and Technology Management, I believe my goal is to be a bridge between Business and Technology. I believe I successfully did this job in this internship. I got the opportunity to work with both the business side and IT side and could create some positive outcome. Also Besides I could find the practical implementation of many bookish knowledge I learned from my courses. The project management course is currently ongoing helped me to understand various project management terminologies. The MIS course helped me to understand the IT applications in business. Moreover, the CSE courses really helped me to communicate with the IT people and to understand their

perspectives and concerns. Also in SAP finance and Accounting is the core fact so Fiance and accounting course also help me to understand many Concept.

Challenges and difficulties: The main challenge I faced was my very basic knowledge regarding the SAP Software and various topics. I had to get myself accustomed to this software. Moreover,previously i was assigned in another project which was posponed and that was textile company and i was added in another project which is pharmaceutical based So previously my study was textile industry based and then i have to shift on pharmaceutical business process which was a little bit difficult to cope up . Thus I believe if I had a few more IT related courses and some practical experience of software, I would have faced lesser difficulties and could have contributed more.

Chapter 06

Recommendations and Conclusion

6.1 Recommendations

1. Nepotism: For long-term profitability owner should get rid out from the nepotism. Sometimes an eligible candidate is not selected due to nepotism.

2. Work as a Team: Not only for Eitekh but also for own career development purpose it is necessary to team up with every one forgetting the ego and professional jealousy even in the conspiracy of time.

3. Good Communication Skill: It is important to have good communication with the clients. If the consultants don't make good communication to the clients, it would make the clients disappointed and they would want replacement of that consultant.

4. More Recruitment: Eitekh needs to recruit some candidates in the HCM team. In their HCM team, there are only five employees. They should recruit some more employees for their future projects.

5.Providing Stationary: Eitekh should provide laptop to all the permanent employees as they have to go to the client's office and do all the works with their own laptop. Sometimes it happens that a candidate is selected for a permanent job role but he/she doesn't have any laptop. Then they become stressed about it and it is not possible for all to buy laptop in a short time.

6.2 Conclusion:

The outcome of a SAP SD (Sales and Distribution) implementation for a firm might change depending on a number of variables, including the project's scope, the degree of customization needed, the organization's size, the complexity of its business processes, and the acceptance rate of its users. However, in general, a company may benefit in a number of ways from a SAP SD implementation. It can enhance customer service, boost efficiency, decrease errors and duplication, give real-time data and insights, and enable improved decision-making. It can also automate sales and distribution activities.To ensure the success of a SAP SD implementation, rigorous planning, execution, and post-implementation assistance are required. To ensure that the system is configured to fit their objectives, businesses must have a comprehensive grasp of their business processes and requirements and work closely with the implementation team. The success of a SAP SD application is also contingent on the degree to which users are able to effectively embrace and become trained on the application. Businesses need to make investments in employee training programs and provide ongoing assistance if they want to ensure that their workers are getting the most out of the system. Adopting SAP SD might be pricey, but some companies may find that the long-term benefits of improved sales and distribution operations are worth the investment.

References

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Appendix

A. Offer Letter:

Offer of an internship

Abe-Abdullah <abe.abdullah@eitekh.com>   Wed, Dec 28, 2022 at 1:37 PM
To: "yasir@iut-dhaka.edu" <yasir@iut-dhaka.edu>
Cc: Sami Afzal <sami.afzal@eitekh.com>, Tahmeed Zaman <tahmeed.zaman@eitekh.com>, "shobnom@iut-dhaka.edu" <shobnom@iut-dhaka.edu>

Dear Mr. Md. Yasir Arafat

Greetings!

We are pleased to offer you an internship with Eitekh.

Please see below the terms and conditions:

- The initial duration of the internship will be 3 months.

- You will receive monthly compensation of BDT 10,000.

- After 3 months, based on satisfactory performance, your internship may be extended by an additional 3 months or a full-time offer may be extended.

- Self-learning is very important in our line of work.

- Remote training will be given at first, and then main assignments will be given.

If you accept this offer, we would like you to start on **Sunday, January 1, 2023**.

We look forward to hearing from you soon.

Yours Sincerely,

Abe-Abdullah
Associate-Finance
Eitekh ERP Limited
abe.abdullah@eitekh.com

B.Certificate:

eitekh

CERTIFICATE OF INTERNSHIP

This certificate is awarded to

Md. Yasir Arafat

In recognition of his efforts and achievements in completing a 3-month internship program on the SAP SD Module, conducted from January 01, 2023 to March 31, 2023.

Sami Afzal, CFA

CEO

Eitekh ERP Limited

Date- 05/04/2023