

Internship Report
On
“Exploring the
integration of SAP
(HCM Module) in Eitekh ERP
Ltd.”

Letter of Transmittal

10th May, 2023

Dr. Mohammad Shamsu Uddin

Assistant Professor

Department of Business and Technology Management Islamic University of Technology

Subject: Submission of Internship Report

Dear Sir,

With due respect, I would like to present you Internship Report titled “Exploring the Integration of SAP (HCM Module) in Eitekh ERP Ltd.” from the internship course (BTM 4800). In the report, I discussed and explained my duties, responsibilities and learnings during my internship period.

It is my pleasure to inform you that I have completed my 3 months internship in Eitekh ERP Ltd. It is undoubtedly an interesting opportunity for me to work on this assigned topic to enhance my knowledge in the practical field. I would like to give you thanks for giving me the opportunity to do the study. This internship report has been prepared based on the practical experiences and different ideas obtained during working in Eitekh. I also received insightful data from mt teammates, supervisor and other module heads. Please find the internship report attached here with.

Therefore, I would like to express my sincere gratitude to you for your kind guidance and suggestions in preparing the report. I sincerely hope that you will appreciate my effort and help me with suitable suggestions for future changes. I shall be grateful if my report is accepted and oblige thereby.

Sincerely,

Jemam Shahriar

Student ID: 190061131

Department of Business and Technology Management Islamic University of Technology.

Student Declarations

I, Jemam Shahriar, a student of Department of Business and Technology Management at Islamic University of Technology, hereby declare with utmost faith and integrity that, I, on the basis of my tasks throughout the internship period, independently created and finished this report on “Exploring the Integration of SAP (HCM Module) in Eitekh ERP Ltd.”. Dr. Mohammad Shamsu Uddin, Assistant Professor of Business and Technology Management at Islamic University of Technology, provided me with the necessary support, feedback and guidance to complete the report. This report is original and has not been submitted elsewhere for any academic or professional qualification.

Jemam Shahriar

Student ID: 190061131

Department of Business and Technology Management Islamic University of Technology

Acknowledgement

Many people's hard work and dedication resulted in this report. To each and every one of them, I own enormous debt of gratitude for the encouragement and guidance that ultimately allowed me to finish my report.

Before I go into the details of my internship at Eitekh ERP Ltd, which is the subject of my report, I want to thank Allah for giving me the strength, patience, and perseverance. Then, I would want to thank my respected academic supervisor, Assistant Professor Dr. Mohammad Shamsu Uddin sir, for all of her help and guidance. My supervisor Tahmeed Zaman (Manager & Lead of HCM team) as well as my Mentor Fabiha Bushra Apu (Business Technology Analyst) helped me to learn new things and overcoming difficulties. Both of them has been really helpful and encouraging during my internship, and I am very grateful to them. This report could not have been written without their input.

I appreciate all the hard effort that the BTM department put in to ensure that my classmates and I had a positive internship experience. They made sure that academic research and practical business expertise could complement one another. Finally, I would want to appreciate the people that helped me during this time while also keeping me well and strong. In addition, I appreciate the support and encouragement I have received from my superiors and other colleagues. I cannot stress enough how much the kind and encouraging atmosphere helped me get through tough times.

Executive Summary

This report is an effort to outline the three-month internship program that I participated in, the goal of which was to equip me with professional experience that is both practical and relevant. The article provides an overview of my time spent working as an intern in the SAP Human Capital Management (HCM) module at Eitekh ERP Ltd. in Bangladesh.

One of the most successful organizations specializing in SAP Software is Eitekh ERP Ltd. Eitekh is a provider of technology installation and consultancy services, specializing in the SAP product line.

The HR related information management system that is implemented via the Human Capital Management module of Eitekh ERP Ltd. is geared toward the development of digitally enabled corporate solutions. Since I was an intern in the HCM module, I had the opportunity to observe the functioning of this module in great detail. I assisted with the Human Capital Management (HCM) module.

Because of this internship, I was able to investigate the business culture and integrate myself into it for a period of three months. My experience of working in a corporate setting was widened as a result, which was beneficial not only to my professional development but also to my personal development. My goals for my professional future have undoubtedly been significantly altered as a consequence of this. It illuminated the areas in which I have space to grow, acquire knowledge, and make contributions.

At the beginning of the report, I have provided an overview of the company, as well as an analysis of the company and of the industry. Following that, I went on to describe the roles and responsibilities I had while working as an intern. In conclusion, I have provided an analysis on a variety of levels, including professional, market, and corporate.

Contents

Acknowledgement.....	iv
Executive Summary.....	v
1.Introduction.....	2
1.1 Origin of the report.....	2
1.2 Objective of the Report.....	2
1.3 Methodology	3
1.4 Scope of the research	4
1.5 Limitations.....	4
1.6 Significance.....	4
2. Description of the Company.....	7
2.1 Company Overview	7
2.2 Modules/ Department.....	8
2.3 Operations and Services.....	10
2.4 Team.....	12
2.5 Organizational Structure	13
2.6 A sustainability agenda for ensuring the best service possible.....	13
2.7 Projects	14
2.8 Implementation of SAP(HCM) in Client Offices	16
2.9 Company Analysis.....	20
3. Industry Analysis	24
3.1 Everything about SAP	24
3.2 Industry Size.....	24
3.3 Growth Trend	25
3.4 Maturity of the industry.....	25
3.5 External Economic Factor and their Effect on the Industry	26
3.6 Seasonality	27
3.7 Technological Factors.....	27
3.8 Regulatory, Political and Legal Concerns	29
3.9 Competitive Environment and Changes in the Competitive Environment	30
3.10 Challenges.....	31
3.11 Competitive Advantages of Eitekh ERP Ltd	31
4. Description of Main Duties	33

4.1 Position and department	33
4.2 Tasks completed during the internship.....	33
4.3 Working Conditions and Functions	38
4.4 Difficulties and Challenges.....	38
4.5 Work interaction with company employees, communication, frequency	39
4.6 Work Interaction	40
4.7 Working Tool	40
5. Analysis	43
5.1 Company Level Analysis	43
5.2 Market Level Analysis	44
5.3 Professional Level Analysis	45
6. Conclusion & Recommendations.....	48
6.1 Conclusion	49
6.2 Recommendations.....	50
7. References.....	51

List of Figures

Figure 1 Modules of SAP.....	8
Figure 2 SAP Project implementation Lifecycle.....	11
Figure 3 Organizational Structure of Eitekh ERP.....	13
Figure 4 SWOT Analysis of Eitekh.....	21
Figure 5 BCG Matrix for SAP Industry in Bangladesh	30

Chapter 1

Introduction

1.Introduction

This report is required for the completion of 8th semester Internship 4800 course. The purpose of this report is to disseminate the knowledge I gained during my three months as an intern at Eitekh ERP Ltd. Internships are crucial because it provides students the opportunity to put their classroom learning into practice. Through this internship, I was able to get exposure to the business world, put my theoretical knowledge to use, and identify my strengths and weaknesses. The primary purpose of the three-month internship was to learn about the inner workings of the Human Capital Management module and how the organization meets the needs of its customers.

This study serves as an introduction to Eitekh ERP Ltd. and its Human Capital Management module. The report's inception, scope, purpose, process, and, eventually, the constraints I encountered throughout its creation will all be detailed here.

1.1 Origin of the report

The purpose of this report is to fulfill the internship program prerequisite for graduating seniors in the Business and Technology Management program at Islamic University of Technology. Getting the first class of Business and Technology Management majors ready for the workforce and corporate sector is the main focus of this initiative. Since these students have previously been exposed to the fundamentals of business theory, the internship program is focused on giving them practical experience in the field. This paper summarizes my three-month internship experience with Eitekh ERP Ltd.'s Human Capital Management Module. It provides details about the business and the services it offers, as well as the sector in which it competes.

1.2 Objective of the Report

The primary purpose of the three-month internship was to learn about the inner workings of the Human Capital Management module and how the firm as a whole operates to accomplish its goals. This report serves as evidence that I have internalized the knowledge and skills I received throughout my internship.

- To discuss my internship at Eitekh ERP Ltd., which lasted for a total of three months.
- To spell out my responsibilities and obligations as an intern.
- To illustrate the company's overall health and standing in both local and global markets.
- To be able to make the connection between knowledge and application
- Evaluating HRIS's Positive Effects
- To understand how SAP software really works,
- To investigate the role of SAP(HCM)in HCM as a whole.
- To provide assistance to customers and fulfill their needs.

The goal is to get familiar with the HCM modules and sub-modules used by Eitekh ERP Ltd.

1.3 Methodology

I gathered information and insights from both primary data and secondary data sources while preparing this report. I used Applied research methodology here as this is based on practical and action-oriented things, aimed at solving real-world problem solving. The primary and secondary sources of information are mentioned below:

Primary Data Source:

The majority of the report is written with insights collected from primary research. The primary sources of information have been:

- Employees of the company.
- The Diary and notes I maintained throughout the internship period.
- HCM Documents

Secondary Data Source:

While primary research constitutes the majority of this report, a significant amount of the information presented in the report was gathered from secondary sources. Secondary sources of information include:

- Company Website.
- Annual reports of the company
- Research papers
- Previous internship reports

1.4 Scope of the research

This report provides an overview of the organization specially the Human Capital Management Module of Eitekh ERP Ltd. A reader will be able to know the overall function of the organization, working condition and contribution in both local and international market. Moreover, it contains insight about the entire sap industry. Finally, it will give an idea about my entire internship period, learnings and recommendations.

1.5 Limitations

The following limitations have been faced during the course of preparing this report.

Confidentiality:

The main challenge faced while preparing this report is collection of information and maintaining confidentiality of the collected information. As this industry is very confidential so collecting information has been difficult.

Time constraint:

Three months was comparatively short for achieving all of the company's knowledge and insight. Despite this limitation, I have done my best to make the most of this experience.

Understanding of Organizational Dynamics:

The organizational structure and processes can be complex, and understanding these fully in a short time can be challenging.

Analytical Challenges:

I struggle with critically analyzing their experiences and drawing meaningful conclusions due to lack of experience.

1.6 Significance:

Students benefit greatly from internships since it provides them real-world experience applying what they've learned in the classroom. During my three months as an intern, I was able to learn about the business world, put my theoretical knowledge to use, and identify my weaknesses. This internship has been important in boosting my self-assurance, communication abilities, and general social acumen. I learned a lot and gained some knowledge that will be invaluable to me as my career progresses because of it. This report is too much important for me as it will be stored in the IUT library as well as this has dependency on my 9th credit internship.

This paper, titled "Exploring the integration of SAP(HCM)in Eitekh ERP Ltd.", highlights the company's and its clients use of SAP Software. I contributed in many ways to their HCM division. The HR functions are the primary emphasis. Human Resources (HR) serves as the organizational hub, linking together operations throughout the company. Working in human resources thus entails significant accountability. The whole company might collapse at any point due to poor HR communication. Therefore, Eitekh ERP Ltd. takes its human resources practices extremely seriously.

Chapter 2

Description of the Company

2. Description of the Company

2.1 Company Overview

Eitekh ERP Ltd offer technology consulting and installation services for the SAP product line. SAP systems are a complicated collection of programs with interconnected modules that are always working with one another. Eitekh's expertise in setting and expanding these components enables us to make them valuable to Eitekh's clients. Eitekh is located in Mohakhali DOHS, Dhaka, Bangladesh, and it was established in Toronto, Canada.

Eitekh has a long track record of providing innovative technological solutions to its customers and has earned a solid reputation for catering to the specific requirements of companies in a wide range of sectors. The company specializes on the SAP software systems used by many different types of businesses to streamline their processes, increase productivity, and make the most efficient use of their available resources.

Mission

“Provide SAP installations of the highest quality that not only live up to but also surpass client expectations.”

Goal

Eitekh's goal is to become the world's premier supplier of SAP installation services via a commitment to innovation, quality, and cooperation among our staff and the success of our clients.

Objective

- ❖ Adapt to new SAP features while building on our current technological basis.
- ❖ Build dependable, transparent, and long-lasting relationships with our clientele.
- ❖ Make sure everyone feels safe enough to try new things, push themselves to improve, and collaborate with others.
- ❖ Expand the reach of Eitekh ERP Ltd globally and solidify our position as SAP's go-to partner for installations.

History

Eitekh is an IT consulting and installation firm that focuses on the SAP software package. Eitekh is founded on 2013 in Canada, Ontario. SAP systems are intricate software suites that are always talking

to one another. Eitekh has the expertise to launch and develop these components to increase their use. Eitekh was founded in Toronto, Canada, however the company now also has an office in Dhaka, Bangladesh.

Eitekh ERP Ltd.'s aim is to enable businesses with cutting-edge SAP solutions that accelerate digital transformation, boost efficiency, and increase profits.

2.2 Modules/ Department

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:

Finance and Controlling (FICO):

The SAP CO (Controlling) module makes it easier to coordinate, monitor, and optimize all of a business's activities. It regulates the operation of a company. Comparing actual results to anticipated ones and developing actionable business plans are both facilitated by this module.

Production Planning (PP)

It is the method used to coordinate the acquisition of raw materials and the assembly of final goods so that supply meets demand.

SAP Production Planning is a crucial SAP module. It keeps tabs on and documents things like the projected and actual expenses of the manufacturing process. Transportation of raw materials and intermediate products.

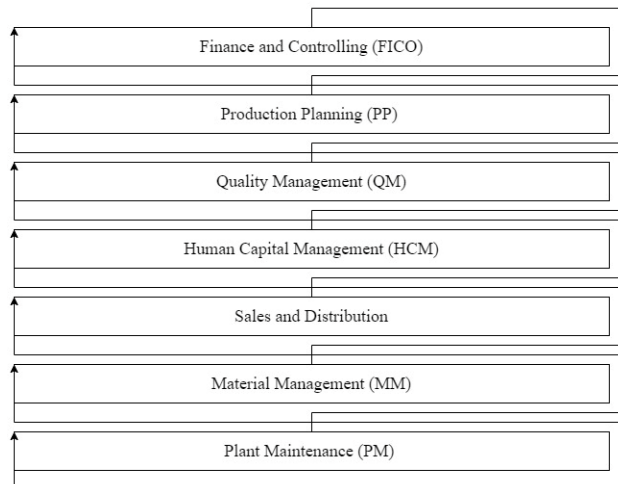


Figure 1: Modules of SAP

Quality Management (QM):

SAP Quality Management (QM) is a part of SAP ERP Central Component (ECC) that facilitates the execution of quality management procedures inside an organization. The goal of this system is to eliminate flaws entirely, foster perpetual process improvement, and set up reliable quality assurance measures. Organizational advantages may include meeting quality standards for manufactured goods, cutting expenses, and enhancing patron happiness.

Human Capital Management (HCM):

Master data administration in Human Resources primarily aims to input employee-related data for administrative, time-recording, and payment functions as part of Human Capital Management (HCM). It is not necessary to use Recruitment to bring on a new worker. Instead, one may execute a personnel action in Personnel Administration to recruit a new employee and set up all of the essential information.

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

There are several interaction points between the HCM system and almost 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 above example demonstrates some of the fundamental SAP HCM functional concepts that Eitekh adheres to:

- Organizational Management – OM
- Personnel Administration – PA
- Time Management – TM
- Payroll – PY

Sales and Distribution (SD):

One of SAP's most vital components is the Sales and Distribution (SD) module. The intricacy of its integration is rather considerable. Businesses rely on SAP SD to aid in the distribution and sale of their goods and services, from first customer inquiry through final product delivery.

Products inquiries, quotations (pre-sales activities), order placement, pricing, delivery scheduling (sales activity), picking, packing, goods issue, shipment of products to customers, delivery of products, and billings are just some of the many business processes that SAP SD can track.

Materials Management (MM):

Logistics, supply chain management, sales and delivery, warehouse management, manufacturing and planning are all modules included in Materials Management (MM), which is concerned with the flow of materials.

Consumption-based planning, planning, vendor assessment, and invoice verification are just some of the supply chain responsibilities that SAP Materials management handles. Inventory and warehouse management are also a part of this cycle, since they're used to keep supplies organized until they're depleted.

Plant Maintenance (PM):

Preventing equipment failure and production delays is a top priority in Plant Maintenance (PM), which is why SAP offers maintenance planning tools. It is used to symbolize the ahead-of-time scheduling and preparation required for tasks like inspection, preventative maintenance, and repairs. Breakdowns may cause serious risks to the environment, but with proper maintenance planning, one can eliminate them.

2.3 Operations and Services

Eitekh ERP Limited is a leading company that provides SAP-related services, focusing on the implementation and customization of the SAP software. With years of experience in the field, the company has established itself as a reliable partner for businesses of all sizes, from small startups to large enterprises.

SAP is a powerful software platform that enables businesses to streamline their operations, optimize their processes, and enhance their overall performance. Eitekh ERP Limited offers a wide variety of SAP-related services to meet the demands of companies in a wide range of sectors. Some of the company's most notable offerings are as follows:

SAP Implementation

Eitekh ERP Limited is a market-leading SAP implementation company. Working together with clients, the company's experts pinpoint specific needs and develop customized strategies. Project planning, business blueprinting, system setup, data transfer, testing, and training are all essential parts of the implementation process. Eitekh ERP Limited works hard to make the installation process easy and quick so that the client's company is interrupted as little as possible.

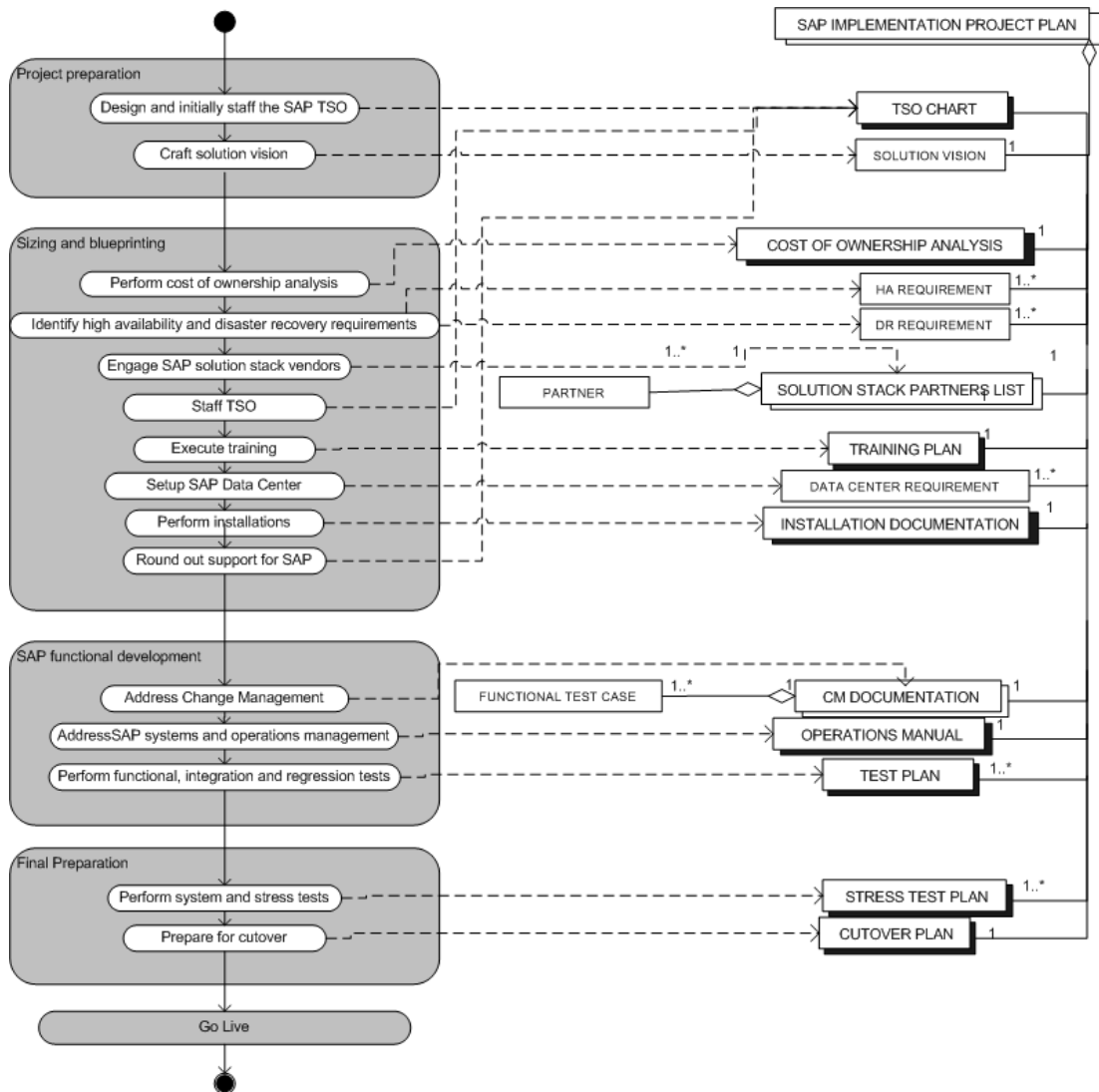


Figure 2 SAP Project implementation Lifecycle

SAP Customization:

Despite SAP software's extensive feature set, enterprises often need additional adjustments to make it fit their unique requirements. To meet the specific needs of each client, Eitekh ERP Limited offers SAP customization services. The company's experts meet with clients to discuss their specific needs and then develop SAP-compatible solutions that are tailored to those needs.

Multiple software systems used to manage a company's operations can lead to data silos and inefficiencies; this is why SAP Integration is so important. Business software such as customer relationship management (CRM), electronic commerce (e-commerce), and supply chain management (SCM) systems may be integrated with SAP using Eitekh ERP Limited's SAP

integration services. This provides an enterprise with a more complete picture of their data and helps improve operational efficiency and precision.

SAP Upgrades

New versions of SAP software are released often, each with improved features and capabilities. To help organizations take advantage of SAP's newest features and improvements, Eitekh ERP Limited offers upgrading services. The company's professionals make sure the update goes through without a hitch so their customers' businesses aren't interrupted too much.

Maintenance and Support

Eitekh ERP Limited offers round-the-clock SAP maintenance and assistance to keep their customers' SAP systems working smoothly. The organization has professionals on call around the clock to help with any problems that may occur. The firm also offers monthly maintenance services including system health checks, performance tuning, and data backups to guarantee the integrity and efficacy of their customers' SAP installations at all times.

In sum, Eitekh ERP Limited is a trustworthy associate for firms interested in SAP software implementation and personalization. Because of their professionalism and dedication to providing excellent service, companies of all sizes and in all sectors may benefit from working with this organization. Businesses may improve their productivity and bottom line by working with Eitekh ERP Limited to centralize their operations and simplify their procedures.

2.4 Team

A team of 60 skilled consultants as well as Business Technology Analyst at Eitekh ERP Ltd are qualified in a number of SAP modules and have a wealth of expertise deploying, modifying, and improving SAP software systems. The staffs have extensive knowledge in the SAP field and has worked with clients in the public sector, manufacturing, oil and gas, financial services, and logistics. SAP, a global leader in business process management software, develops tools that improve collaboration and insight-gathering inside organizations.

2.5 Organizational Structure

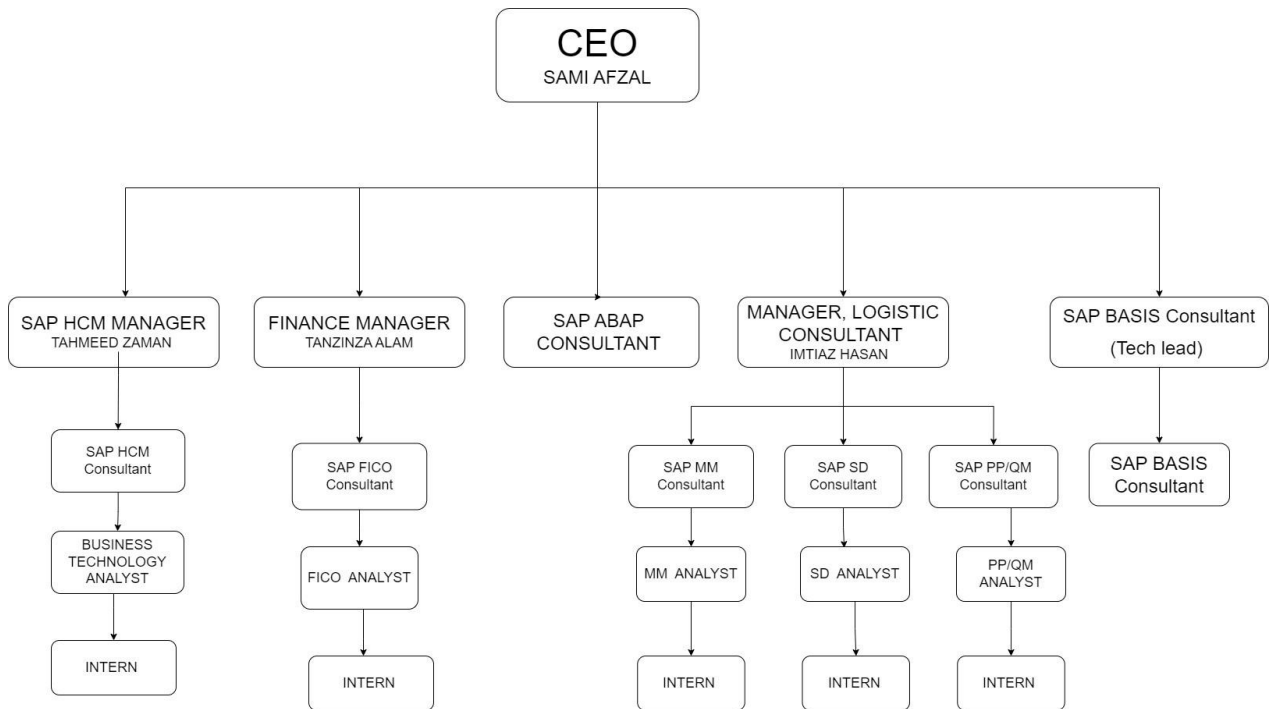


Figure 3 Organizational Structure of Eitekh ERP

2.6 A sustainability agenda for ensuring the best service possible

Eitekh ERP Limited is committed to sustainability in Eitekh’s operations, particularly as it implements SAP solutions for Eitekh’s customers in Bangladesh and Canada. Here are some ways Eitekh strive to ensure sustainability:

The company believe in creating a diverse and inclusive workplace where everyone feels valued and respected. Eitekh also support social causes and community initiatives that align with Eitekh’s values, such as providing education and training opportunities to underprivileged communities.

The organization strive to ensure that Eitekh’s SAP implementations deliver long-term economic benefits for Eitekh’s customers. This means focusing on solutions that help Eitekh’s clients improve efficiency, reduce costs, and drive growth, while also minimizing their environmental impact.

Eitekh uphold the highest ethical standards in all Eitekh’s business operations, including Eitekh’s SAP implementations. This means adhering to strict data privacy and security policies, and ensuring that Eitekh’s solutions comply with all relevant legal and regulatory requirements.

Eitekh believe that by emphasizing sustainability in Eitekh's operations, they can generate long-term value for Eitekh's customers, workers, and the communities they serve, all while helping to ensure a more sustainable future for everyone.

For any SAP installation firm, especially Eitekh ERP Ltd, ensuring that their use of technology is both efficient and sustainable over the long term is of paramount importance. Here are some of the ways Eitekh works to promote long-term technological viability:

As a company, they are dedicated to always expanding Eitekh's technological capacities and staying current with the most cutting-edge SAP technology. This allows us to provide innovative solutions to Eitekh's clients' ever-changing problems and guarantees that Eitekh's implementations will be effective, safe, and sustainable.

Eitekh's SAP solutions adhere to industry standards and best practices to guarantee reliability and productivity. This ensures that Eitekh's solutions are long-term viable and scalable, which in turn helps us decrease mistakes and simplify processes. Cloud-based solutions are Eitekh's top priority because of the various advantages they provide to consumers. Because they don't require as much in the way of on-site infrastructure and hardware, cloud-based solutions save money and resources while also being more environmentally friendly.

Eitekh is committed to protecting Eitekh's customers' personal information and observing all applicable laws and regulations in all of Eitekh's SAP solutions. This allows us to safeguard Eitekh's clients' information and make Eitekh's solutions resilient against ever-evolving security threats. Eitekh places a premium on technical sustainability in all aspects of business to guarantee that SAP solutions are effective, safe, and long-lasting for Eitekh's clients and the world as a whole.

2.7 Projects

Customers in Oil & Gas, Economic Services, Industrial, Logistics, and the Communal Sector have benefited from Eitekh's team's extensive knowledge of SAP. Eitekh ERP Ltd. has collaborated with the organizations listed below.

United States



Canada



Bangladesh



When providing its services, Eitekh ERP Ltd places a premium on the needs of its customers. This business emphasizes tailor-made plans that are created for each client specifically. Through this method, Eitekh ERP Ltd has built strong relationships with its clientele, who appreciate the company's commitment to meeting their unique needs and delivering solutions that generate a clear return on investment.

2.8 Implementation of SAP(HCM) in Client Offices

SAP S/4 HANA Implementation for Pharmaceuticals

Industry: Pharmaceuticals

Duration: 22 months

Client 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

Results & Benefits:

- 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****Client Overview**

The customer is a publicly listed lubricant manufacturer of various formulation 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

Client 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 improved 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 to business data for real time report generation and decision support
- Standardize 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

Client Overview

The client is a global leader in 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.

2.9 Company Analysis

Porters Five Forces

The competitive landscape of any given industry may be examined using Porter's Five Forces model.

Threat of New Entrants

EY and PWC are only two of several well-established participants in the ERP sector in both Bangladesh and Canada. However, Eitekh ERP Limited's market dominance may still be threatened by upstart competitors offering cutting-edge products and services at lower prices.

Bargaining power of suppliers

Eitekh ERP Limited uses SAP as its primary software provider. Since SAP is a globally recognized brand, it holds considerable negotiating leverage over Eitekh ERP Limited. Eitekh ERP Limited may reduce this threat by expanding its software offerings and forming strategic alliances with other vendors.

Bargaining power of buyers

Due to the wide variety of alternatives available, clients of Eitekh ERP Limited, including corporations and organizations, have considerable negotiating power. If they are unhappy with the services provided by Eitekh ERP Limited, they may simply transfer to another ERP supplier.

Threat of substitutes

There are several alternatives to ERP software in the Bangladeshi and Canadian markets, including stand-alone programs for accounting, project management, and other corporate operations. Therefore, it is crucial for Eitekh ERP Limited to provide a system that is not easily replicated by competitors.

Rivalry among Existing Competitors

To be competitive, Eitekh ERP Limited must set itself apart from the market by providing superior services, features, and customer support. Eitekh ERP Limited, like other players in the ERP industry in Bangladesh and Canada, must differentiate itself from the competition by expanding its software offerings and providing superior customer care.

SWOT Analysis

Swot analysis for Eitekh ERP limited which implement SAP

SWOT ANALYSIS			
Strengths	<ul style="list-style-type: none"> • Knowledgeable in SAP ERP system implementation • Bangladesh and Canada both have a solid reputation and name recognition in the ERP market. • Professionals with years of experience and expertise • Superior skills in aiding and assisting customers • Numerous ERP programs tailored to certain fields 	<ul style="list-style-type: none"> • Reach is restricted to just Bangladesh and Canada. • Use of SAP as the only service provider • Fewer options for tailoring to non-standard ERP needs • Outside of the ERP field, marketing and brand recognition are limited, and essential employees are relied upon heavily. • Failing miserably at volunteer management • Resistance to change among staff members • Employees' lack of proficiency with the new system 	Weaknesses
Opportunities	<ul style="list-style-type: none"> • Entry into new foreign markets • Providing training and assistance once an ERP system has been implemented. • ERP software tailored to each clients' requirements • Working together with other software producers • Collaboration with cutting-edge fields like AI and the Internet of Things • Having happy customers • Create a global presence • Innovative methods for progress • Consultancy Department 	<ul style="list-style-type: none"> • Growth of rival ERP software companies • Global market volatility and economic uncertainty. • Constant investment in R&D is necessary due to the ever-evolving nature of the technological environment. • Dangers to data security and hacking • Variations in market regulations and the need for conformity. • Rising prices • The Price of Upkeep • Slow progress • The Price of Upkeep • Insufficiency of ERP-savvy consultants • Insufficient trained personnel to run and maintain the system 	Threats

Figure 4 SWOT Analysis of Eitekh

PESTEL Analysis

Political:

- Policies and laws enacted by governments that have an impact on the software industry
- Help from the government to spread the use of new technologies
- Eitekh's operational zones enjoy relative political stability.

Economic:

- The expansion of local economies in Eitekh's service areas.
- Changes in the exchange rate
- The financial readiness and capacity of customers for SAP deployments
- Threat of Rival ERP Solution Vendors

Social:

- Workforce characteristics and abilities
- Disparities in cultural norms that might impede SAP's widespread implementation
- Changes in consumer attitudes and behaviors towards enterprise resource planning systems

Technological:

- Technologies like cloud computing and artificial intelligence are rapidly evolving.
- Compatibility with external programs and servers
- Cybersecurity and personal information privacy issues
- Environmental:
 - Consequences for Nature Caused by Eitekh's Activities

Legal:

- Privacy and data protection legislation compliance
- Concerns about patents and intellectual property
- Commitments under contracts with clients and affiliates
- Eitekh ERP Limited may improve its understanding of the external environment in which it works and make more intelligent strategic choices by taking these into account.

Chapter 3

Industry Analysis

3. Industry Analysis

SAP is the industry standard for managing a company's financial, human, and operational resources. SAP is extensively utilized in Bangladesh because of the various advantages it offers to organizations of all kinds.

The demand for SAP solutions in Bangladesh is skyrocketing, and this trend is only projected to continue. The need for improved ways of business management is expected to keep SAP at the forefront of the software industry. High expenses and a lack of accessible skills are only two of the hurdles that need to be cleared before the industry can realize its maximum potential. With the aim of creating a robust community of SAP experts in Bangladesh, SAP has been investing in the growth of local talent there. This has included collaborating with regional educational institutions to provide SAP developer and consultant training and certification programs, as well as offering support and resources.

3.1 Everything about SAP

SAP is a global leader in enterprise resource planning (ERP) software development. One of the world's leading software companies, their products facilitate smooth data processing and communication between businesses. With the advent of SAP R/2 and SAP R/3, SAP is widely regarded as the pioneer and de facto leader in enterprise resource planning (ERP) software. Now, SAP S/4HANA pushes the envelope for enterprise resource planning (ERP) by incorporating cutting-edge technologies like artificial intelligence (AI) and machine learning into its robust data processing capabilities enabled by in-memory computing.

3.2 Industry Size

Many Bangladeshi organizations are starting to utilize SAP's commercial, financial, and human resources management software, making it a promising market for SAP's products. There is a lack of readily accessible data on the number of SAP users in Bangladesh, making it impossible to provide an accurate assessment of the size of the sector. However, reports from the industry and studies of the market show that the SAP sector is expanding rapidly in Bangladesh.

3.3 Growth Trend

The expansion of the SAP market in Bangladesh is being driven by several factors, notably the country's improving economic conditions. With steady growth in GDP, particularly in the manufacturing and service sectors, local businesses are increasingly turning to SAP's software solutions to optimize their operations and boost efficiency.

One key contributor to this growth is the growing availability of skilled SAP professionals in Bangladesh. Through partnerships with academic institutions, SAP has tailored training programs and certifications to meet the specific needs of the local workforce. This has led to a surge in the number of qualified SAP professionals in the region, making it easier for businesses to access the talent they require.

Furthermore, the rising demand for SAP cloud-based services is further fueling growth in the sector. Cloud computing offers scalability, flexibility, and reduced maintenance costs, making it an attractive option for businesses in Bangladesh. As more companies adopt cloud technology, the demand for SAP's cloud solutions is expected to continue to rise.

Despite challenges such as high software licensing costs and a shortage of skilled professionals, the future outlook for SAP in Bangladesh appears promising. By leveraging the country's economic growth, investing in workforce development, and capitalizing on the appeal of cloud-based services, SAP is well-positioned for continued success in the region.

Maturity of the industry

In Bangladesh, the SAP market has only begun to develop. There is still a lot of unrealized potential despite the fact that SAP's software solutions have seen remarkable adoption in recent years.

The sector in Bangladesh is mature, as seen by the limited penetration of SAP systems there. It is assumed, but not shown, that the percentage of businesses in Bangladesh employing SAP systems is lower than in other developed nations.

The continued focus on staff training is indicative of the expanding SAP industry in Bangladesh. Despite SAP's attempts to foster local talent in Bangladesh, there is still a scarcity of trained SAP professionals in the region. Because of this shortcoming, businesses may be unable to fully implement SAP's software solutions and benefit from the full range of features they provide.

Due to the high cost of software licenses and installation services, even smaller businesses may be reluctant to embrace SAP. This has the potential to slow the growth of the sector and limit access to SAP's offerings.

The SAP market in Bangladesh is showing signs of growth and development despite these challenges. The existence of skilled locals and consumer demand for enhanced business operations are both positive indicators of development. As more businesses in Bangladesh adopt SAP systems and the availability of qualified local workers increases, it is likely that the industry will stabilize and develop.

3.4 External Economic Factor and their Effect on the Industry

There are a number of global macroeconomic factors that might have an impact on Bangladesh's SAP market. Examples of such components are inflation, currency exchange rates, and international trade. It remains to be seen how Bangladesh's rising standard of living would influence the SAP market there. Companies are better able to invest in modern technologies like SAP when economic conditions improve, which allows them to better simplify their operations and increase efficiency.

Exchange Rate: Companies in the area may see a change in the cost of SAP services and solutions based on the fluctuating value of the local currency. The cost of licensing SAP software, for instance, may climb if the Bangladeshi Taka lost value against the US dollar.

Inflation: The Bangladeshi SAP industry is also worried about price increases. Companies may be hesitant to invest in cutting-edge software like SAP due to increased costs associated with operating a business and maintaining a standard of life. SAP products and services may become more expensive for businesses to purchase and implement as inflation rates grow.

Global trade: Finally, international trade is another external economic factor that might influence Bangladesh's SAP industry. Changes in international trade patterns may impact the demand for SAP services and products due to the interrelated nature of today's economy. Companies in Bangladesh may be hesitant to invest in innovative SAP installations, for example, if foreign trade volumes suddenly plummet.

In conclusion, macroeconomic factors including GDP growth, currency exchange rates, inflation, and international trade may have an impact on the SAP industry in Bangladesh. Local companies

may help the SAP industry grow and flourish in Bangladesh if they keep an eye on these factors and work to mitigate their impact.

3.5 Seasonality

There does not seem to be a seasonality to the SAP industry in Bangladesh. In contrast to industries like agriculture and tourism, where demand is more directly affected by seasonal changes, demand for SAP software solutions remains rather stable throughout the year. However, the need for SAP services may go through cycles with the economy. When times are good, businesses may be more eager to invest in cutting-edge SAP software for the sake of growth and efficiency. However, during economic downturns, companies may be cautious to invest in new software due to the possibility of incurring even greater losses.

Additionally, the demand for certain SAP services may show seasonal variations. For instance, at the beginning of a new fiscal year, companies often implement new approaches to managing their finances. Also, the first three months of the year are often the busiest for hiring purposes at most companies. While the demand for SAP services may change with the economic cycle and individual business needs, there is no clear seasonality in the SAP industry in Bangladesh as a whole.

3.6 Technological Factors

Technology's rapid advancement has made it an indispensable part of modern businesses. Companies now recognize the importance of IT and are making substantial investments to stay up with technological advances. How Eitekh ERP Limited utilizes technology to improve customer service and stay ahead of the competition is the subject of this piece.

ERP Software:

According to SAP consulting firms, businesses heavily depend on SAP's ERP software. In order to provide clients with comprehensive ERP solutions that boost operational efficiency, SAP software is employed. The company invests much in training its employees to ensure they make effective use of the program. In addition, Eitekh ERP Limited keeps up with all the latest SAP software updates to guarantee that its clients always have access to the most recent features and capabilities.

Cloud Computing:

SAP's business is being impacted by the rise of cloud computing, another major technology development. Cloud-based enterprise resource planning (ERP) services are currently offered by several SAP installation partners to their clients. By storing information and programs on the cloud, a company may make it easier for workers in different locations to access and share the same information. The need for costly, on-premises hardware is also reduced thanks to cloud computing.

Data Analytics:

Because data analytics is an important part of modern businesses, the SAP sector has invested much in this area. Analytics derived from consumer data are used to direct business decisions at the company. Business may help clients improve operations by analyzing data from many sources, such as ERP systems, and delivering the results to them.

Intelligent machines:

Artificial intelligence (AI) is another piece of technology that is altering business practices. The commercial sector has begun exploring the potential of AI to enhance customer service. Automation of repetitive tasks made possible by AI might free up employees to focus on more important initiatives. Data analysis using AI may be used to spot patterns and identify areas of opportunity for a business.

Cybersecurity:

The IT industry is no exception when it comes to cybersecurity, which is a serious problem for all businesses today. The industry has implemented stringent security measures to protect its consumers' personal data. Encryption and other forms of multi-factor authentication may help keep sensitive information safe.

SAP is profoundly affected by the technological environment. Companies in this industry recognize the need of adopting new technologies to improve their offerings and stay competitive. By maintaining its commitment to technology and being abreast of advances in the business, Eitekh ERP Limited will be able to realize its goals and continue providing excellent service to its clients.

3.7 Regulatory, Political and Legal Concerns

Potential regulatory, political, and legal obstacles exist in the Bangladeshi SAP market. Major concerns include data privacy and security regulations, government policies, and intellectual property laws.

Data Security and Privacy Worries

Authorities in Bangladesh's SAP industry place a premium on keeping users' private data safe. As more businesses rely on SAP systems to manage sensitive information including financial and employee records, concerns have been raised concerning compliance with data privacy and security regulations.

The Protection of Creative Works.

Intellectual property regulations are a major issue for Bangladesh's SAP industry. As SAP systems become more widespread, there will be a greater need for measures to prevent unauthorized use of proprietary information. This might be very helpful for those who utilize SAP technology to create custom solutions and applications.

Stability in the governing system

Finally, political stability and the broader economic climate in Bangladesh might have an impact on the SAP industry. The SAP industry and other local businesses might take a hit if investors are wary to put money into the region due to political instability or uncertainty.

In conclusion, the Bangladeshi SAP industry has to think about the law, politics, and regulations that affect it. Companies operating in the region should be aware of, and responsive to, any policy or regulatory changes that may have an impact on their operations. By learning the facts and adopting precautions, businesses can help ensure the continued growth and success of the SAP industry in Bangladesh.

3.8 Competitive Environment and Changes in the Competitive Environment

The SAP industry in Bangladesh is very competitive and innovative. The bulk of the market is now controlled by a small group of corporations such as SAP AG and its numerous regional subsidiaries and distributors. However, there is a growing number of new competitors entering the market to challenge these established brands.





		Relative Market Share	
		High	Low
Market Growth	High	 PWC	 Eitekh ERP Ltd
	Low	 EY	 Berger IT

Figure 5 BCG Matrix for SAP Industry in Bangladesh

Increasing numbers of Bangladeshi businesses use SAP for day-to-day operations. As businesses hunt for partners that can provide solutions compatible with their current IT infrastructure, the need for integration and customization service providers has increased.

There is a lot of activity and rivalry in the Bangladeshi SAP market. The SAP market in Bangladesh is evolving for a number of reasons. These include the growing interest in cloud-based services, the increasing value placed on integration and customization, and the push toward digital transformation. Companies in Bangladesh's SAP industry have grown and thrived in recent years because they have been able to adapt quickly to new circumstances. In Bangladesh PWC is the Market leader in SAP industry, PWC & EY has the most market share of this country. But

Eitekh's market share is growing day by day. Berger IT has lesser growth and share. Around 10% of the ERP market is under the control of Eitekh ERP Ltd.

3.9 Challenges

Even though SAP is gaining traction in Bangladesh, it still confronts specific obstacles. The substantial cost of SAP software licenses and installation services could pose a considerable barrier to adoption, particularly for small businesses with limited budgets. Additionally, there's a shortage of skilled SAP professionals in the area. Despite SAP's efforts to foster local talent, businesses may struggle to access the necessary support to fully utilize SAP's solutions due to the high demand for experienced SAP developers, experts, and trainers.

3.10 Competitive Advantages of Eitekh ERP Ltd

It is possible that Eitekh ERP Ltd. employed cutting-edge technology to create an ERP system that outperforms the competition in terms of efficiency, user friendliness, and price. This might provide a significant competitive advantage for the company.

- **Expertise:** It is probable that Eitekh ERP Ltd is staffed with experts in developing and implementing ERP software. This might allow the company to better meet the needs of its customers and operate more efficiently.
- **Better Customer Service:** Eitekh ERP Ltd may be able to differentiate itself from rivals and sustain customer loyalty with its superior care and support for existing clients.
- **Strategic Partnership:** Potential strategic alliance partners for Eitekh ERP Ltd include hardware manufacturers, software publishers, and management consultancies. Eitekh ERPLtd may get an advantage over its competitors by forming strategic partnerships to gain access to resources and expertise.

Chapter 4

Description of Main Duties

4. Description of Main Duties

4.1 Position and department

I completed a 3-month internship at Eitekh ERP Ltd., where I focused on the Human Capital Management (HCM) module.

SAP HCM, short for "Human Capital Management," is a vital tool for both end users and consultants. It comprises applications that help businesses strategically align their goals with their employee's development. The sophisticated SAP HCM solutions enable businesses to enhance the capabilities of their workforce, ensuring access to top-tier talent. This component of SAP's business suite is widely utilized and can be easily constructed using freely available online resources. Whether HR processes are outsourced or managed in-house at a shared service center, this adaptable SAP module supports both deployment methods economically and with minimal risk.

Also referred to as the Human Capital Management (HCM) module, Human Capital Management (HCM) in SAP is crucial in virtually every HR-related business scenario, seamlessly integrating with other SAP modules such as SAP FICO (Financial Accounting), SAP PP (Production Planning), SAP MM (Material Management), SAP SD (Sales & Distribution), and more.

4.2 Tasks completed during the internship

Human Capital Management (HCM), a module in SAP, facilitates more efficient management of an organization's human resources. It has a wide range of functions, including HR administration, time tracking, payroll, and training and development for employees.

During my internship, I had to contribute in the following sub-modules. I had to work on different HR related work issues on SAP software and provide support to SMC HR department

- **Personnel Administration (PA):**

It is a sub-module of Human Capital Management (HCM) that is responsible for the administration of employee data. Maintaining employee records, designing and implementing new organizational structures, and managing personnel actions like hiring, transferring, and dismissing are all part of personnel administration.

- **Organizational Management (OM):**

Human capital management (HCM) has an auxiliary module called Organizational Management (OM) for managing corporate structures. Activities like as creating and managing departments, positions, and duties fall under this category. Roles may be established, and employees can be given particular responsibilities, all thanks to OM.

- **Time Management (TM):**

Employee clock-in and clock-out timings, as well as other time-related data, are recorded and tracked by the HCM's Time Management module. Time off requests are processed, shift differentials and vacation pay are calculated, and workers' absences are tracked.

- **Payroll (PY):**

It is a function of human resource management that helps in managing payroll. Included are payroll processing, tax calculation, benefit management, and report preparation. Due to PY's connection with other HCM modules, Payroll data is handled promptly and correctly.

Project:

I was assigned with “SAP S/4HANA in SMC project”. I was given the responsibility to support the HR personnels when they face any issue regarding SAP, creating organization structure, Analyze root-cause for issues and try to solve them, master data management, historical data management, how to upload legacy system data in the SAP system by using LSMW(Legacy System Migration Workbench),employee hiring and communicate with HR and other departments for the project.

My Work:

- **Documentation**

The necessity of documenting client demands was stressed, and I learned how to accomplish that in addition to configuring the HCM module. In order to create them, Eitekh ERP Ltd needed to create Functional design document (**FDD**), User Requirement Specification (**URS**), **and** Business Process Master List (**BPML**) files. The function of the system is described in FDDs, while the demands of the users are specified in URS papers. BPML documents may be used to create a diagram of a system's business processes.

- **Configuration**

Employee master data, organizational structure, and position management were all aspects of the HCM module that I was tasked with creating. I was also responsible for establishing pay scales, company codes, and payment methods in the payroll

software. I was responsible for establishing work schedules, attendance types, and leave types as part of time and absence requirements. I learned about the following configuration in the sandbox as well as development serve of Sap. I was also involved in creating LSMW (Legacy System Migration Workbench) for the HR personnels to upload their bulk amount of data.

- **Support**

SMC Enterprise Limited (SMC EL) & SMC holding may face issues regarding their HR functions. I had to provide them specific support for their issue as well as finding the root cause for any issue. Provide them consultancy & guideline regarding different action run in the SAP such as hiring, promotion, job confirmation, redesignation etc.

SAP HCM- Organization Structure

- Visualization of company structure on the basis of its department and division

SAP HCM - Enterprise Structure

- Company Code
- Personnel areas
- Personnel subareas
- Employee groups
- Employee Subgroups
- Assign Employee groups to Subgroups
- Assign Personnel areas to company code

SAP HCM Personnel Administration

- User parameters
- Employee Attributes
- Administrator groups
- Info groups

- Info types
- Info type menus
- Actions
- Personnel action type

SAP HCM -Time Management

- Public holiday classes
- Personnel subarea groupings
- Daily work schedules
- Period work schedules
- Group PS for Absences

SAP HCM Payroll

- Check Payroll Area
- Generate Payroll Periods
- Generate Calendar for Cumulations
- Define Period Parameters
- Check Pay Scale Type
- Check Pay Scale Area
- Check Assignment of Pay Scale Structure to Enterprise Structure
- Determine default for pay scale data
- Define hourly rates with several decimal places
- Create wage type catalog
- Check wage type characteristics
- Personnel Subareas for Primary Wage Type
- Define valuation of base wage types
- Enterprise Structure for Wage Type Model
- Create wage type catalog (Recurring Payments)
- Check wage type characteristics (Recurring Payments)
- Define Wage Type Permissibility for each PS and ESG (Recurring Payments)
- Create wage type catalog (Additional Payments)

- Check Entry Permissibility for Additional Payments (Additional Payments)
- Check wage type characteristics (Additional Payments)
- Define Wage Type Permissibility for each PS and ESG (Additional Payments)
- Arrear Calculation
- Off cycle payroll run

- **Documentation for HR Onboarding**

Throughout my education, I was constantly reminded of the need of creating thorough and accurate records. Thorough documentation is essential to ensure the system is set up correctly and to the client's satisfaction. This also makes it easier to do routine system maintenance and add new features. New recruits may get up to speed on this software module with the help of the HCM Documents.

I learned a lot during my time at Eitekh ERP Limited laying the groundwork for the HCM module. I learned the need of good documentation and how to configure an ERP system for a client. To better meet my customers' demands, I have learned the need of open lines of communication and teamwork when resolving issues. I'm looking forward to expanding my understanding of ERP installation and documentation for any future use.

T-codes

- SPRO- For all Basic Configurations
- PA10 - Personnel file
- PA20 - Display HR Master Data
- PA30 - Maintain HR Master Data
- PA40 - Personnel Action
- PA41 - Change Hiring Data
- PA42 - Fast Data Entry for Events
- PRMD - Maintain HR Master Data
- PRMM - Personnel Events
- PPOM_OLD- Organizational Structure

- BP- Bp Creation
- SM30- Arrear Configuration
- SE01- IDHOC
- SCC1-IDHOC
- WE60-IDHOC
- WE20-IDHOC
- WE21-IDHOC
- PA03- Maintain Payroll Control Record
- SU53- For Checking the error in User's PC.
- PCP0-Edit Posting Run
- PC00_M99_CIPE-For Posting to Accounting
- PC00_M99_CALC-For Payroll Run
- ZHR_DB-HR Dashboard
- LSMW-Legacy System File Upload

4.3 Working Conditions and Functions

My role and duties at Eitekh ERP were designed to provide me practical experience with enterprise resource planning (ERP). The nature of my employment and the departments I have been assigned to have varied during the course of my career.

During my tenure at Eitekh ERP, I may have helped with data entry, software testing and debugging, documentation, and team meetings. I have been given a wide variety of responsibilities rather than being assigned specific tasks. I helped SMC HR's regarding various types of report making, Loan entry, Maintaining basic pay as well as recurring payments

As part of my job, I must also adhere to the established policies and procedures of the organization. For instance, I have been told to always look professional, be on time, and keep all company information confidential.

Employees at Eitekh ERP Ltd are given the opportunity to work from home if they so want. Throughout my internship, I can take work from home whenever I need to do so. Mainly weekly one day work from home can be availed.

4.4 Difficulties and Challenges

Internships have their ups and downs, and my time at Eitekh ERP Limited was no exception. Still, it seems like, hiccups and all, my vacation was still a success.

Adapting to the company's culture and attitude at work has been challenging. Finding my footing and settling into a new company's culture may be a lengthy process. Moreover, I have had a hard time navigating the company's various departments and teams, particularly when they were dispersed across many locations.

I have been slowed down by the time it took to master a new piece of software like SAP. It is also likely that I have to learn how to utilize a wide range of foreign programming languages and technologies during my internship.

Finally, I have had a hard time keeping track of time and finishing projects on schedule. Depending on the scope of my past projects, I may be used to working under pressure from conflicting priorities and tight deadlines. This might be challenging if I may still learn how to effectively manage my time and prioritize my tasks.

4.5 Work interaction with company employees, communication, frequency

During my internship at SAP consulting firm Eitekh ERP, I had the opportunity to work on the HCM module with a group of four other individuals. Every day, I felt like I learned something new and gained a sense of purpose from the interactions I had with my colleagues. I learned a lot from my colleagues regarding ERP. Based on my own experience, I will describe the kind of conversations I have had with colleagues and the frequency with which Eitekh ERP Ltd have had them. I also had a good relationship with the other teams like SD, MM, FICO & BASIS. Sometimes I had to do cross-functional team work which enables me to make a proper bonding with them.

Communication Mode

Effective communication is highly valued at Eitekh ERP Limited, given its focus on developing ERP software. An open-door policy encourages employees to share any concerns or suggestions freely. Email, phone calls, and face-to-face meetings were the primary channels through which I interacted with my colleagues.

Email served as the main mode of business communication, facilitating official announcements, updates, and feedback from stakeholders. Also, we had WhatsApp group for Intra company people's communications and giving updates about any work ongoing on that project. Our manager regularly communicated team progress, unexpected requirements, and impending deadlines via email. This ensured that Eitekh ERP Ltd. remained informed of our project's status and that we fulfilled our commitments. In situations requiring immediate responses or decisions, phone calls were utilized, with both parties having access to each other's contact information for quick problem-solving and inquiries. This enabled us to make informed decisions promptly, keeping the project on course.

Team meetings provided an excellent platform for internal communication and idea exchange. At Eitekh ERP Ltd., regular "scrums" were organized for project updates and collaborative problem-solving sessions.

Communication Frequency

Formerly, Eitekh ERP Ltd.'s employees had a strong sense of mutual respect. The two most common methods of everyday communication were email and phone calls. Employees at Eitekh ERP Ltd often discussed the day's triumphs and tribulations over supper. This allowed us to keep going each day and complete all of our tasks. Regular tri-weekly scrum sessions allowed everyone

working on the HCM module to have their progress tracked.

Every Sunday, they would get together to discuss the previous week's progress. Problems and plans for the next week were addressed by Eitekh ERP Ltd. Eitekh ERP Ltd. employees were so empowered to assume personal accountability for their work and see the project through to its completion. The company often conducted virtual meetings to improve teamwork and communication. At such gatherings, both immediate and long-term progress toward the company's goals would be discussed.

4.6 Work Interaction

The best aspect of the job was getting to work with other people. Everyone I spoke to was kind and eager to assist me. Only by working together as a group were able to achieve victory.

Many of my coworkers have told me they trust me and value my input. They were simple to get in touch with and gave me constructive criticism often. My analytical and problem-solving skills were greatly honed by this experience. Overall, I enjoyed working at Eitekh ERP SAP. By working together and keeping lines of communication open, my team and I were able to successfully finish the job. Everyone I worked with was fantastic; they were all very positive and helpful. This experience has taught me the importance of having a welcoming workplace where people feel comfortable speaking out and working together.

4.7 Working Tool

During my internship at Eitekh ERP, I gained exposure to several commonly used ERP and software development tools.

"SAP GUI"

I gained practical experience with several notable ERP and software development tools during my internship at Eitekh ERP. One such tool is SAP GUI, which serves as the user interface for accessing SAP's business applications. With SAP GUI, users can seamlessly interact with various SAP modules, including Financials, HR, Sales & Distribution, and more, all within a unified interface. Utilizing this software enhanced my ability to perform business tasks with greater skill and efficiency.

Additionally, I acquired proficiency in working with development environments such as sandbox and live servers. The sandbox environment provided a platform for experimentation with new features without jeopardizing the integrity of the production setting. Changes could be tested in a staging area before implementation in the live environment. However, the development server served as the primary hub for coding and development activities. Here, I actively contributed to project development by coding, refining code, and conducting testing in collaboration with fellow developers on my team.

JIRA

I also made use of Jira, a project management system that is compatible with Agile methodologies, while working on my internship. Jira allowed I and my team to plan sprints, track my progress, and prioritize tasks. Workflow management, user story creation, and backlog tracking were all made possible using Jira. In addition, Jira made it possible to identify roadblocks and issues that were preventing progress.

Draw-io

Using Draw-io, I was able to create flowcharts and organizational charts. With the aid of this program, I could see how the company was structured, where various employees were in the organizational ladder, and who they reported to. Draw-io may be used to create flowcharts, which can help I understand the process and identify any potential bottlenecks. With this tool, I may create diagrams that not only my team but also other interested parties can utilize.

I consider it my mission as an aspiring Business and Technology Manager to serve as a bridge between the business and technological communities. I have learned a lot and grown professionally thanks to this internship. The Human Resource Management class allowed me to make an impact in both the commercial and technology spheres. The best thing about my internship at Eitekh was that I was not given any boring, repetitive tasks like data entry. Instead, I felt like I was being sucked into everyone's attempts. Incredibly helpful tools and training in relevant abilities are readily accessible to me.

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

SAP is seeing a paradigm change in how companies utilize ERP. With the launch of its cutting-edge, in-memory database HANA, SAP is setting the standard for the next generation of data platforms with an emphasis on analytics. All business sectors have been adopting cloud-based systems more quickly, and SAP's cloud services are growing correspondingly each year. To help Eitekh's clients stay on the cutting edge of IT development, Eitekh offers knowledgeable consultants in each of these fields.

The organization provides a variety of services, such as help with technological issues, tweaks to existing systems, and enhancements to operational procedures. A few of the industries that Eitekh ERP Ltd works with clients in include production, retail, medical, finance, and government-owned businesses. Here is how Eitekh is contributing to the betterment of clients:

- Streamline the client, sales, issuance, and billing management processes.
- Improve the way the supply chain is managed (MRP, EDI, automated warehouses, RF,RFID, traceability, etc.).
- Simplify the demand and production planning procedures.
- Enhance quality procedures in both the acquisition of goods and raw materials as well as the manufacturing methods.
- Put treasury strategy and financial management enhancement strategies into practice.
- Enhance the tools for cost analysis, including project expenses as well as general costs for products and services.
- Provide resources for organizing and keeping track of facility upkeep.
- Use tools for information collection and evaluation to track business progress in-depth and evaluate it using complete dashboards.
- Eitekh ERP Ltd assist Eitekh's clients in gaining and maintaining a competitive edge within their sector through Eitekh's consulting services.

Efficient Process

Human capital management was developed primarily to help businesses with employee-related issues. So, I got to see some really effective procedures that have the potential to revolutionize conventional company practices.

Eitekh ERP Ltd. provides software services for enterprise resource planning (ERP), accounting, human resources (HR), and inventory management. Enterprise resource planning software is the company's mainstay, since it unifies essential but siloed functions like accounting, inventory management, and customer relationship management.

Inefficient Process

The approval procedure was slow, and I believe it was mostly the fault of the clients. Several more inefficiencies arose as a result of the delay in this procedure.

5.2 Market Level Analysis

Compared to rivals, Eitekh ERP Ltd. became victorious thanks to its large staff and strong corporate culture. The staff here makes a concerted effort to explore novel avenues and implement novel strategies for the company's long-term growth. In general, they are adapting well to their situation. Eitekh provides the largest selection of products available. They have a history of successfully implementing various changes. They are well-versed and experienced in the field of exchange marketing. These steps are what would ultimately lead to Eitekh's dominance in the market.

Eitekh ERP Ltd offer services that span the whole SAP lifecycle. The firm will undergo a transition as a result of the migration to SAP from traditional systems. Eitekh ERP Ltd have the knowledge to support clients at every turn.

Data Analysis: As an intern, I got to see how they take daily customer needs and get the greatest opportunity from them. The maxim "with great data comes great responsibilities" is closely adhered to. They look at the client's data and come up with a fresh approach.

Agile project management: It means that Eitekh ERP Ltd give Eitekh's customers a chance to learn about Eitekh's product before Eitekh ERP Ltd fully deploy it for them. A need is taken, put through its paces, and then the best solution is found with their assistance.

The Kickoff and Go Live: These events are tailored to certain groups of customers at the beginning and conclusion of a project.

SAP Advisory: The SAP ecosystem is a complex ecology with several parts and operations. To assist them in navigating the SAP landscape, Eitekh ERP Ltd work as trusted advisers with teams. To support clients, make well-informed decisions on the adoption of Eitekh's products, Eitekh's staff offers thorough analysis and suggestions. In order to make the transition to SAP go-live as seamless as possible, Eitekh ERP Ltd also assist with project planning and strategy development.

Best SAP Implementation Services: Each stage of the SAP ERP deployment may be assisted by Eitekh's expertise. Eitekh's consultants can be counted on to take on the most challenging setup, programming, and testing problems since they have expertise with large-scale SAP projects across various countries.

Dedicated Maintenance and Support: SAP clients are searching for more and more affordable solutions for program maintenance and support as platforms mature and stabilize. By carrying out updates, carrying out modification requests, and offering basic support services, Eitekh ERP Ltd can assist with this process.

5.3 Professional Level Analysis

Influence on future career plan

Internships are a fantastic opportunity for learners and recent graduates to get practical experience in their field of study, learn marketable skills, and make connections with senior figures in their chosen field. Now I'll discuss about how my internship at Eitekh ERP Ltd might help me later in my career.

Create contacts in my field: My internship at Eitekh ERP Ltd. would have given me exposure. Establishing and maintaining these relationships might help me as I move on in my career and look for new possibilities.

Gain experience in a new field: I might have expanded my knowledge of software development by working with Eitekh ERP Ltd. I have become better at coding, more proficient with project management tools, and a better communicator and team player.

Add value to my CV: Interning at Eitekh ERP Ltd, a reputable firm, would look great on my resume when the time comes to apply for employment. It demonstrates to prospective employers that I have worked in a professional setting before and are acquainted with industry norms and procedures.

Explore career options: I have gained valuable experience and insight into the software development sector during my internship at Eitekh ERP Ltd, which I really liked. It is possible that I have learned something new about or that I have acquired insight into previously unknown facets of my personality.

Secure Future Employment: My internship is my chance to make a good impression on my bosses in the hopes that they'll hire me full-time after I graduate. Even if I don't wind up working for Eitekh ERP Ltd, a strong recommendation from them would help me immensely in my job search.

In conclusion, my internship at Eitekh ERP Ltd might have far-reaching, beneficial effects on my career. I may add to my resume, professional network, and practical experience with the skills I picked up during my internship, all of which will help me in the long run.

Correlation with university knowledge:

The fact that I had no trouble talking to both IT staff and company executives was the best aspect for me. My objective, as a student of BTM department, is to act as a link between the business world and the technical world. During my internship, I believe I contributed positively. I was able to contribute to the Human Capital Management Module from both the business and IT perspectives. I also found numerous real-world applications for the theoretical information I had acquired throughout my studies. The present project management course has been essential in my grasping of the lingo used in the field. My knowledge of its role in the corporate world expanded greatly thanks to the MIS & ERP course. In addition, I found that the CSE classes aided in my ability to talk to and comprehend the IT staff. From HR course we get to know about different attributes which I can properly use. Organizational Behavior is implemented through my behavior. Project Management was a part of my work so it aligns with my 8th semester course. Finance & Accounting is the core of SAP, I need understand the basic terminology and some other these stuffs. Finance & Accounting courses helps me to understand the basic terminologies. Research Methodology gives us knowledge how to find a gap in a problem and how to solve it using Root-cause Analysis.

Chapter 6

Conclusion & Recommendations

6. Conclusion & Recommendations

This chapter will summarize the analysis I have made, the expectations I had and the reality I experienced. It will also contain some recommendations which is solely based on my observation and personal opinion.

6.1 Conclusion

Eitekh ERP Ltd understands the importance of providing reliable service and prioritizing customer happiness. With a proven track record, they have set out on a new adventure to better serve their customers by providing them with the most effective SAP solution available. Acquiring, overseeing, and directing a company's employees are all aspects of HRM. It is a corporate process that manages all aspects of dealing with employees, such as compensation and benefits, recruiting and firing, gauging employee performance, and establishing and enforcing company policies. Choosing the right human resource management system is critical. If a company is serious about its future development and success, it will invest in an SAP(HCM)that can be tailored to its unique requirements. In order to be flexible and helpful over the long term, a human resources information system must be designed specifically for the needs of the company.

By empowering employees to take charge of their own benefits and handling of changes, a solid SAP(HCM)may free up HR to focus on other strategic tasks. This data also aids in personnel administration, training, advancement, and equality. Finally, managers have the information they need to help their subordinates succeed legally, ethically, and professionally.

This paper serves as a synopsis of my three-month internship with Eitekh ERP Ltd.'s Human Capital Management module. It discusses the company's purpose, current working conditions, and impact on both the domestic and foreign markets. In addition, it provides information relevant to the overall tobacco sector. Finally, it details my whole internship experience, including tasks completed, lessons learned, and suggestions made.

The three months I spent interning at Eitekh were among the most formative of my life. Getting to know this fantastic organization and being a part of it has helped me improve my skills and given me experience that will be invaluable as I advance in my career. During my internship with the Human Capital Management team, I got to see firsthand how business needs from customers should be gathered and accounted for. In my opinion, the department's duties are perfectly in line with BTM's overarching mission to facilitate communication between business professionals and IT

specialists. The finest aspect of the internship was that, unlike at many other companies, I was never assigned any of the boring, routine work that interns usually get. Instead, I was always working on new projects that benefited the company as a whole. For this, I think I made some crucial observations and may provide some suggestions that might be helpful to the company.

6.2 Recommendations

There is no question that Eitekh ERP Ltd. has the most impressive company culture and the most simplified processes generally. After working here for three months and sharing ideas extensively with the team, I now feel prepared to provide constructive criticism and recommendations.

- **Incentive System:** Having had the privilege of interning at Eitekh, I can say without doubt that the firm would benefit from embracing a vibrant corporate culture, complete with holiday parties and reward programs. I like Eitekh's dedication to giving excellent service to their customers, and I think that by establishing a cohesive company culture, they may further improve the quality of their output. Eitekh may improve morale and output by demonstrating to workers their appreciation and worth via incentives. Motivating workers to give their all may also be accomplished via the implementation of rewards and recognition programs for their efforts. In general, I think Eitekh has what it takes to foster an environment where workers and management alike may thrive.
- **Co-operative Effort:** The only way to help Eitekh and one's career is to put aside pride and jealousy and cooperate with others, even if it means becoming a member of a time-traveling conspiracy.
- **Better Communication:** Improvements in Customer Communication Capacity for communicating clearly and effectively with consumers is essential. If customers believe they are not being heard, they may grow unsatisfied and want to get a new consultant.
- **Flexibility:** There is a great opportunity in Eitekh. Each employee can do work from home weekly once. This is quite a great opportunity. A person can work from anywhere apart from his demographic issues.

7. References

- Hyde, A. C., & Shafritz, J. M. (1977). *Introduction to tomorrow's system for managing human resources: Public Personnel Management. Academic Journal*, 6(2), 70-77.
- Kovach, K. A. (2002). *Administrative and strategic advantages of HRIS. Employment Relations Today*, 29(2), 43-48.
- Bhavsar, A. C. (2011). *A conceptual paper on Human Resource Information System (HRIS). Golden Research Thoughts*, 1(V), 1-4.
- Arden. (1999). *SAP: A literature review and implementation - Allied Academies International Conference. Academy of Information and Management Sciences. Proceedings*, 3(1), 89-100.
- Eitekh Consulting. (2016, January). About Us. Retrieved May 1, 2023, from <https://www.eitekh.com/>

PAPER NAME

Thesis2024_BTM_190061131_PDF, Jem
am Shahriar, 190061131 (1) Final.docx

WORD COUNT

11427 Words

CHARACTER COUNT

64452 Characters

PAGE COUNT

53 Pages

FILE SIZE

574.0KB

SUBMISSION DATE

May 13, 2024 11:51 AM GMT+1

REPORT DATE

May 13, 2024 11:51 AM GMT+1

● **12% Overall Similarity**

The combined total of all matches, including overlapping sources, for each database.

- 10% Internet database
- 0% Publications database
- Crossref database
- Crossref Posted Content database
- 6% Submitted Works database