

# ERP implementation project risks and challenges in Georgian distribution sector

Mariam Khechuashvili



Ilia State University

Tbilisi, 2021

*As the author of this paper, I declare that this thesis presented for the degree of Master of Business Administration is an original report of my research and has been written by me. Due references have been provided on all supporting literatures and resources. I confirm that this thesis has been composed entirely by myself, that the work contained herein is my own except where explicitly stated otherwise in the text, and that this work has not been submitted for any other degree or professional qualification.*

*Some of the work described in this thesis was previously written and submitted as a simulated paper in the course Academic Writing for MBA at Ilia State University Business School in spring2021.*

*Mariam Khechuashvili, 05.07.2021*

## **Abstract**

Distribution companies spend a lot of time and resources automating and managing their own processes. To do this, they use ERP systems, however, when working with these programs they often face various risks and challenges. Problematic situations are especially numerous at the implementation stage. Companies have to deal with different issues on a daily basis. Before embarking on an ERP system, they should consider a few key issues to avoid as many risk factors as possible at an early stage. Before starting the implementation process, companies need to determine if they have the necessary resources, both human and technological. Before implementing the project, they should thoroughly discuss their capabilities and desires. After that, they can to clarify and analyses these challenges and develop the theories about how distribution companies can solve this risk and avoid problems and work with ERP systems successfully. The research approach is based on interviews with developers and users of ERP. In this research main risks and challenges will be understand and find theoretical solutions for these cases.