

**ERP system implementation challenges in Georgian Medium-sized enterprises,
retail sector**

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Abstract

Nowadays, Georgian medium-sized enterprises investigate great resources in the implementation of Enterprise Resource Planning (ERP) systems. Successful implementation process requires clients and vendors to be equally involved as in the planning process as in execution. ERP implementation requires to clarify the business processes of the company and define its specific needs. After that, the vendors need to repackage the ERP system for the company.

Our main objective is to understand what kind of challenges inhibit Georgian medium sized retail companies from implementing ERP systems successfully. For that we ask several research questions:

1. What are the main challenges of implementing the ERP system in the Georgian retail sector?
2. What factors inhibit the effective implementation of ERP in the Georgian retail sector?
3. How effective is the process led by vendors and clients?

Our Research Approach is based on interviews conducted with providers and their customers. We have underlined main challenges, problems of ERP system implementation, answered our research questions and provided recommendations.

Keywords: Enterprise resource planning (ERP), medium-sized enterprise, critical success factors (CSFs), challenges, ERP implementation, ERP challenges.