



## Book Selection

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### Enterprise Resources Planning and Beyond: Integrating Your Entire Organization

GA Langenwaller

*St Lucie Press, Chapman & Hall 1999. xxx + 390 pp. £27.50.*

ISBN: 1-57444-260-0

The mid- to late 1990s saw a substantial expansion of interest in the field of Enterprise Resources Planning (ERP), a development of Manufacturing Resources Planning (MRP II) encompassing further components of a business and addressing more industrial sectors. Software vendors offering ERP products, such as SAP, grew dramatically. The late 1990s to the millennium saw some fall-off in the ERP enthusiasm in favour of Customer Relationship Management (CRM) initiatives and software such as that from Siebel. This shift of emphasis accompanied growth in the use of the Internet and World Wide Web in marketing. Here in 2001, the other side of the burst of the dot.com bubble, both ERP and CRM (and other tools) are finding their place within e-business and elsewhere.

This book does, in fact, address a super-set of ERP (hence the 'and beyond' of the title), including elements of CRM and e-commerce. Its declared purpose is to assemble in one volume all the components of an integrated enterprise and consider 'how to choose, install and successfully use ERP systems'. Clearly, even the 390 pages are very limiting to fulfil that task comprehensively and the author places his emphasis on the *relationships* between individual functions. The book only deals with the functions themselves in a basic or overview way (or omits them completely).

The book is part of the APICS series on resource management and the author is an experienced consultant in MRPII and ERP. With that in mind, it is not surprising that the book falls firmly in the 'practical guidelines' category. Nor that there is some unevenness in the treatment of individual topics—presumably reflecting the balance of the author's personal experience.

There are a number of references chapter by chapter but they tend to the general and provide little to follow up specifics that the text introduces. For example, Finite Capacity Scheduling, Linear Programming, Simulation and System Dynamics are all referred to, in varying levels of detail, but there are no references to enable the reader to explore them further.

However, the book is methodical and well structured, with good use of diagrams—including a useful *Enterprise Integration* schematic which is exploited throughout the text to position components and their inter-relationships. Curiously, given that its content is conspicuously based on real experience, the book is almost devoid of case examples and illustrations.

Overall, the book is best regarded as a worthwhile checklist of issues regarding integration within and around ERP and is primarily of value to those engaged in operations management and systems integration.

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### Data Envelopment Analysis: A Comprehensive Text with Models, Applications, References and DEA-Solver Software

WW Cooper, LM Seiford and K Tone

*Kluwer Academic Publishers, 1999. xxvii + 318 pp. + CD £130.00.*

ISBN: 0-7923-8693-0

The developments in data envelopment analysis (DEA) have been reported in two different literatures: Operational Research and Economics. However, published texts tend to be relatively advanced and directed to audiences of either operational researchers or economists in both methods and concepts they use. The present book is aimed at a wider audience and is meant to give the reader enough background