

A STUDY ON ORDER MANAGEMENT SYSTEM AND WORKER'S EFFICIENCY AT HEWLETT PACKARD ENTERPRISE.

by

ABHINAV BALAJI S

SCHOOL OF MANAGEMENT STUDIES

ABSTRACT

The purpose of Order Management System is to automate the existing manual system by the help of computerized equipment and full-fledged computer software, fulfilling their requirements, so that their valuable data/information can be stored for a longer period with easy accessing and manipulation of the same. The required software and hardware are easily available and easy to work with.

Order Management System, as described above, can lead to error free, secure, reliable and fast management system. It can assist the user to concentrate on their other activities rather to concentrate on the record keeping. Thus, it will help organization in better utilization of resources. The organization can maintain computerized records without redundant entries. That means that one need not be distracted by information that is not relevant, while being able to reach the information.

The aim is to automate its existing manual system by the help of computerized equipment and full-fledged computer software, fulfilling their requirements, so that their valuable data/information can be stored for a longer period with easy accessing and manipulation of the same.

Basically, the project describes how to manage for good performance and better services for the clients and what are case requests are there in order management / First Line care team and what are the tools we used to fulfil the requirements of the customer / partner and a study on work efficiency of the employee

The information gathered has been concentrated on through different factual instruments like Percentage analysis and interpretation, Chi-square test, Correlation and Anova test. Various new discoveries have been getting from this examination has severed to offer a list of suggestions to the organization to improve the work efficiency of the employees to reduce the time consumption and increase the revenue of the organization.

CHAPTER 1

INTRODUCTION

1.1 INTRODUCTION

The "Order Management System" has been developed to override the problems prevailing in the practicing manual system. This software is supported to eliminate and in some cases reduce the hardships faced by this existing system. Moreover, this system is designed for the particular need of the company to carry out operations in a smooth and effective manner.

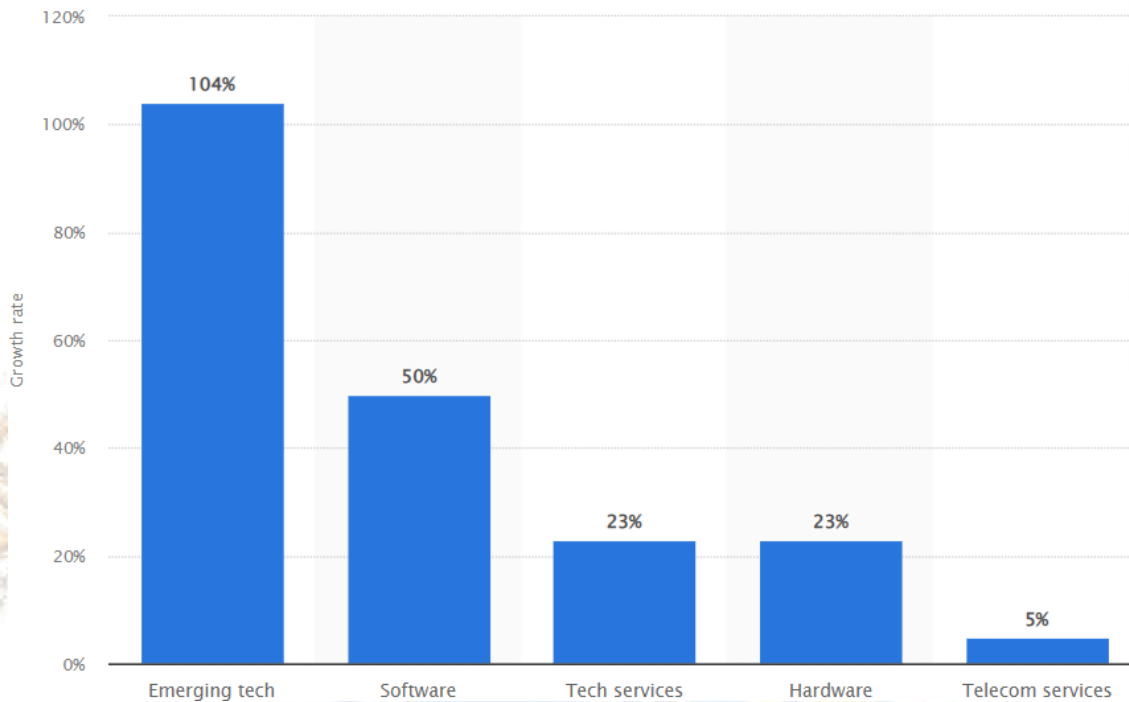
The application is reduced as much as possible to avoid errors while entering the data. It also provides error message while entering invalid data. No formal knowledge is needed for the user to use this system. Thus, by this all it proves it is user-friendly. Order Management System, as described above, can lead to error free, secure, reliable and fast management system. It can assist the user to concentrate on their other activities rather to concentrate on the record keeping Thus it will help organization in better utilization of resources.

Every organization, whether big or small, has challenges to overcome and managing the information of Product, Order, Accounts, Delivery, Payment Every Order. Management System has different Order needs, therefore we design exclusive employee management systems that are adapted to your managerial requirements. This is designed to assist in strategic planning, and will help you ensure that your organization is equipped with the right level of information and details for your future goals. Also, for those busy executive who are always on the go, our systems come with remote access features, which will allow you to manage your workforce anytime, at all times. These systems will ultimately allow you to better manage resources.

1.2 INDUSTRY PROFILE:

The global sourcing market in India continues to grow at a higher pace compared to the IT-BPM industry. India is the leading sourcing destination across the world, accounting for approximately 55% market share of the US\$ 200-250 billion global services sourcing business in 2021-2022.

The IT industry accounted for 8% of India’s GDP in 2022. According to STPI (Software Technology Park of India), software exports by the IT companies connected to it, stood at Rs. 1.20 lakh crore (US\$ 16.29 billion) in the first quarter of FY23.



Information technology (IT) industry growth rate forecast worldwide from 2018 to 2023, by segment

Market Size

The IT & business service industry’s revenue was estimated at ~US\$ 6.96 billion in the first half of 2022, an increase of 6.4% YoY. The export revenue of the IT industry is estimated at US\$ 150 billion in FY21. According to Gartner estimates, IT spending in India is estimated to reach US\$ 93 billion in 2021 (7.3% YoY growth) and further increase to US\$ 98.5 billion in 2022. The BPM sector in India currently employs >1.4 million people, while IT and BPM together have >4.5 million workers, as of FY22.

India's software services exports (excluding exports through commercial presence) increased by 4% in FY22 compared with FY21 and are estimated at USD 133.7 billion during 2021-22.

Indian software product industry is expected to reach US\$ 100 billion by 2025. Indian companies are focusing to invest internationally to expand global footprint and enhance their global delivery centers. In line with this, in February 2022, Tata Consultancy Services announced to recruit ~1,500 technology employees across the UK over the next year. The development would build capabilities for TCS to deliver efficiently to the UK customers.

As of FY22, the IT industry employed 4.5 million people.

The data annotation market in India stood at ~ US\$ 250 million in FY22, of which the US market contributed ~ 60% to the overall value. The market is expected to reach ~ US\$ 7 billion by 2030 due to accelerated domestic demand for AI.

Investments/ Developments

Indian IT's core competencies and strengths have attracted significant investment from major countries. The computer software and hardware sector in India attracted cumulative foreign direct investment (FDI) inflows worth US\$ 74.12 billion between April 2000 and June 2021. The sector ranked 2nd in FDI inflows as per the data released by Department for Promotion of Industry and Internal Trade (DPIIT). Japanese investments in the Indian IT sector grew 4X between 2016 and 2020. Investments stood at US\$ 9.2 billion in the review period.

Leading Indian IT firms like Infosys, Wipro, TCS and Tech Mahindra are diversifying their offerings and showcasing leading ideas in blockchain and artificial intelligence to clients using innovation hubs and research and development centres to create differentiated offerings.

Some of the major developments in the Indian IT and ITeS sector are as follows:

- In November 2021, Wipro partnered with TEOCO to build solutions for communication service providers (CSPs) to improve network automation, efficiency, flexibility and reliability.
- In August 2021, Tata Consultancy Services was adjudged a leader in the NelsonHall NEAT for CX Services in Banking, Financial Services and Insurance (BFSI).
- In August 2021, SAP India and Microsoft announced the introduction of TechSaksham, a collaborative skilling initiative aimed at enabling young women (from underprivileged regions) to pursue careers in technology. 62,000 women students will be trained in artificial intelligence (AI), cloud computing, web design and digital marketing as a result of this collaboration.

- In August 2021, Startek, a business process management company, announced a plan to increase its minority stake in CSS Corp to reach a wider market. It also announced a plan to recruit >2,000 employees in India, in FY22.
- In July 2021, Wipro announced plans to invest US\$ 1 billion over the next three years to expand its cloud technology capabilities through acquisitions and collaborations.
- In July 2021, Infosys announced that it has set up an Automotive Digital Technology and Innovation Centre in Stuttgart, Germany. Automotive IT infrastructure professionals stationed in Germany will transfer from Daimler AG to the new Digital Technology and Innovation Centre as part of Infosys' relationship with Daimler.
- In July 2021, TCS expanded its strategic partnership with Royal London, the largest mutual life insurance, pensions and investment company in the UK, to help the latter transform its pension platform estate and deliver market-leading services to members and customers.
- In July 2021, Tata Technologies partnered with Stratasys, a 3D printing technology company, to provide advanced additive manufacturing technologies to the Indian manufacturing ecosystem.
- In July 2021, Tech Mahindra Foundation and Wipro GE Healthcare have joined forces to offer skilling and upskilling courses to students and healthcare technicians.
- In July 2021, HCL announced a multi-year agreement with Fiskars Group, consisting of a family of lifestyle brands including Fiskars, Gerber, Iittala, Royal Copenhagen, Waterford and Wedgwood for digital transformation.
- In July 2021, TCS launched Jile 5.0, a key release of its Enterprise Agile, on-the-cloud services, planning and delivery tool that enables enterprises to meet the large-scale development needs of multiple distributed teams.

Government Initiatives

Some of the major initiatives taken by the Government to promote IT and ITeS sector in India are as follows:

- In November 2021, the government launched Internet Exchange in Uttarakhand to enhance the quality of internet services in the state.
- The Karnataka government has signed three MoUs worth US\$ 13.4 million (Rs. 100.52 crore) to help the state's emerging technology sector.
- In August 2021, the Union Minister of State for Electronics and Information Technology, Mr. Rajeev Chandrasekhar, announced that the IT export target is set at US\$ 400 billion for March 2022. In addition, the central government plans to focus in areas, such as cybersecurity, hyper-scale computing, artificial intelligence and blockchain.

- In September 2021, the Indian government announced a plan to build a cyber lab for the 'Online Capacity Building Programme on Crime Investigation, Cyber Law and Digital Forensics' to strengthen cyber security capabilities.
- In September 2021, the Ministry of Electronics and Information Technology (MeitY) organised a workshop under the theme of 'Connecting all Indians', to promote public and private stakeholders' interest in the country and expand internet access to remote areas.
- In September 2021, the Indian government launched the Meghalaya Enterprise Architecture Project (MeghEA), to boost service delivery and governance in the state by leveraging digital technologies, to make Meghalaya a high-income state by 2030.
- In September 2021, the Indian government launched Phase II of Visvesvaraya PhD Scheme to encourage research in 42 emerging technologies in Information Technology (IT), Electronics System Design & Manufacturing (ESDM) and Information Technology Enabled Services (ITES).
- In September 2021, the Indian government inaugurated five National Institute of Electronics & Information Technology (NIELIT) Centres, in three North Eastern states to boost availability of training centres and employment opportunities.
- In August 2021, the India Internet Governance Forum (IIGF) – 2021 was launched at Electronics Niketan in New Delhi by the National Internet Exchange of India (NIXI), the Ministry of Electronics and Information Technology (MeitY) and the Chairman of the Coordination Committee of the IIGF-2021. The event will take place over three days beginning October 20, 2021. The meeting's topic this year is Inclusive Internet for Digital India.
- On July 2, 2021, the Ministry of Heavy Industries and Public Enterprises launched six technology innovation platforms to develop technologies for globally competitive manufacturing in India. The six technology platforms have been developed by IIT Madras, Central Manufacturing Technology Institute (CMTI), International Centre for Automotive Technology(iCAT), Automotive Research Association of India(ARAI), BHEL and HMT in association with IIScBanglore.
- In Budget 2021, the government has allocated Rs. 53,108 crore (US\$ 7.31 billion) to the IT and telecom sector.
- Department of Telecom, Government of India and Ministry of Communications, Government of Japan signed a MoU to enhance cooperation in areas of 5G technologies, telecom security and submarine optical fibre cable system.

ROAD AHEAD

- India is the topmost offshoring destination for IT companies across the world. Having proven its capabilities in delivering both on-shore and off-shore services to global clients, emerging technologies now offer an entire new gamut of opportunities for top IT firms in India. Indian IT & business services industry is expected to grow to US\$ 19.93 billion by 2025.
- In November 2021, Mr. Piyush Goyal, Minister of Commerce and Industry, Consumer Affairs, Food and Public Distribution and Textiles, lauded the Indian IT sector for excelling its competitive strength with zero government interference. He further added that service exports from India has the potential to reach US\$ 1 trillion by 2030.

1.3 COMPANY PROFILE:



Hewlett Packard Enterprise

The Hewlett Packard Enterprise Company (HPE) is an American multinational enterprise information technology company based in Spring, Texas, United States.

HPE was founded on November 1, 2015, in Palo Alto, California, as part of the splitting of the Hewlett-Packard company. It is a business-focused organization which works in servers, storage, networking, containerization software and consulting and support.

The split was structured so that the former Hewlett-Packard Company would change its name to HP Inc. and spin off Hewlett Packard Enterprise as a newly created company. HP Inc. retained the old HP's personal computer and printing business, as well as its stock-price history and original NYSE ticker symbol for Hewlett-Packard; Enterprise trades under its own ticker symbol: HPE. At the time of the spin-off, HPE's revenue was slightly less than that of HP Inc.

In 2017, HPE spun off its Enterprise Services business and merged it with Computer Sciences Corporation to become DXC Technology. Also in 2017, it spun off its software business segment and merged it with Micro Focus.

HPE was ranked No. 107 in the 2018 Fortune 500 list of the largest United States corporations by total revenue.

Naming:

The full name for the company is "Hewlett Packard Enterprise Company", which drops the hyphen that previously existed between the "Hewlett" and "Packard" of the former Hewlett-Packard Company. The company is commonly referred to as "Hewlett Packard Enterprise" or by its initials "HPE".

The company has also been referred to as "HP Enterprise" by some media outlets and has even been incorrectly referred to as "HP Enterprises".

History

In May 2016, the company announced it would sell its enterprise services division to one of its competitors, Computer Sciences Corporation in a deal valued at US\$8.5 billion. The merger of HPE Enterprise Services with CSC, to form a new company DXC Technology, was completed on March 10, 2017. Approximately 100,000 current HPE employees were affected. More than 30,000 services employees from other areas of the HPE business remained at HPE including technology services support and consulting as well as software professional services.



In August 2016, the company announced plans to acquire Silicon Graphics International (SGI), known for their capabilities in high performance computing. On November 1, 2016, HPE announced it completed the acquisition, for US\$7.75 per share in cash, a transaction valued at approximately US\$275 million, net of cash and debt.

On September 7, 2016, HPE announced a "spin-merge" with Micro Focus, who would acquire HPE's "non-core" software (which included the HP Autonomy unit), and HPE shareholders would own 50.1 percent of the merged company, which would retain its current name. The merger concluded on September 1, 2017.

High-performance processor test bed built by HPE for the Oak Ridge Leadership Computing Facility in 2018.

In November 2016, PC World wrote that "HPE, and before it, Hewlett-Packard, failed to develop middleware tools to really make a dent in the



software market, where other companies like IBM, SAP, and Oracle are excelling," and that "without major software product lines, HPE's integrated offerings won't be as strong as competitors like Dell, which have the software and hardware assets", adding that "If all HPE is doing at this point is focusing largely on hardware, you have to ask what the end game here is."

In September 2016, Hewlett Packard Enterprise transferred two patents to Texas-based wholly owned shell company Plectrum LLC. These two patents were originated at the 3Com Corporation, which was bought by HP in 2010, along with about 1,400 patents. US Patent No. 6,205,149 is entitled "Quality of service control mechanism and apparatus," while US Patent No. 5,978,951 describes the use of a "high speed cache management unit" which replaces some software-based systems with hardware in order to reduce latency time.

On April 11, 2017, it was reported that Synack had raised US\$21 million in a round of funding that included Hewlett Packard Enterprise.

In January 2017, the company acquired data management platform SimpliVity, the developer of the OmniCube hyper-converged infrastructure appliance, for US\$650M.

Antonio Neri, President and CEO of HPE

In April 2017, Hewlett Packard Enterprise completed its acquisition of hybrid flash and all flash manufacturer, Nimble Storage Inc, for US\$1.2 billion or US\$12.50 per share. In October, Reuters reported that the company had allowed a Russian defense agency to examine a cyber-defense system used by The Pentagon. The report noted: "Six former U.S. intelligence officials,



as well as former Arc Sight [Hewlett Packard Enterprise] employees and independent security experts, said the source code review could help Moscow discover weaknesses in the software, potentially helping attackers to blind the U.S. military to a cyber-attack."

In November 2017, Meg Whitman announced that she would be stepping down as CEO, after six years at the helm of HP and HPE, stating that, on February 1, 2018, Antonio Neri would officially become HPE's president and chief executive officer. The announcement created controversy leading to a 6% drop in stock price, which quickly recovered during the next few days.

In June 2018, Hewlett Packard Enterprise launched a hybrid cloud service called GreenLake Hybrid Cloud, built on top of HPE's OneSphere cloud management SaaS console, offered under its brand HPE GreenLake. GreenLake is designed to provide cloud management, cost control, and compliance control capabilities, and will run on AWS and Microsoft Azure. GreenLake includes cloud data services for containers, machine learning, storage, compute, data protection and networking through a management portal called GreenLake Central.

In February 2019, Meg Whitman announced she would not be seeking re-election to the board of directors, ending her professional involvement in HPE.

In May 2019, Hewlett Packard Enterprise announced plans to acquire Cray Inc for US\$35 per share. The announcement came soon after Cray had landed a US\$600 million US Department of Energy contract to supply the Frontier supercomputer to Oak Ridge National Laboratory in 2021. The acquisition was completed in September 2019 in a transaction valued at approximately US\$1.4 billion.

In December 2020, Hewlett Packard Enterprise disclosed it is relocating its corporate headquarters from San Jose, California to Spring, Texas, a northern suburb of Houston. As of December 2021, HPE headquarters remain at the former HP property and headquarters campus of Compaq in northwest Harris County near SH 249 and Louetta. Construction of the new Springwoods Village campus in Spring is expected to complete sometime in early 2022. Concerns about major flooding at the Compaq complex were a contributing factor for HPE CEO Antonio Neri to have the new campus built. The old campus had previously been flooded by Hurricane Harvey in 2017.

Acquisitions:

Company acquired	Date of acquisition	Business	Country	Price
Aruba Networks	May 19, 2015	Network hardware	US	\$3B
Silicon GraphicsInternational (SGI)	November 1, 2016	Hardware and software	US	\$275M
SimpliVity	January 17, 2017	Hyperconverged infrastructure	US	\$650M
Niara	February 1, 2017	Network security	US	N/A
Nimble Storage	April 17, 2017	Storage	US	\$1.2B
Cloud Technology Partners	September 5, 2017	Cloud services	US	N/A
Cape Networks	March 27, 2018	Network security	South Africa	N/A
RedPixie	April 10, 2018	Cloud consulting	UK	N/A
Plexxi	May 15, 2018	Software-defined networking	US	N/A

Company acquired	Date Of acquisition	Business	Country	Price
BlueData	December 18, 2018	Software	US	N/A
Cray	September 25, 2019	Hardware and software for supercomputers	US	\$1.4B
Silver Peak	September 21, 2020	SD-WAN	US	\$925 Million
Cloud Physics	February 24, 2021	Infrastructure assessment	US	N/A
Determined AI	June 21, 2021	Software	US	N/A
Zerto	July 1, 2021	Software	Israel	\$374 Million

Hewlett Packard Enterprise Mission, Vision & Values

Hewlett Packard Enterprise advances the way people live and work. What sets us apart? Our people. Our people’s relentless commitment to partner, innovate, and act.

Hewlett Packard Enterprise helps customers make their mark on the world with cutting-edge technology solutions. We enable our customers to transform industries, markets, and lives by optimizing their IT to be uniquely suited to their needs. We do this by making Hybrid IT simple, powering the Intelligent Edge, and providing the Expertise to make it happen.

Our customers' challenges inspire us to advance technology and create solutions - their success is our success. Let’s make our mark!

1.4 PRODUCT PROFILE:

- ❖ **Intelligent Edge** (10% of FY21 revenue) offers platforms designed for network security, including Aruba Networks and Silver Peak Systems.
- ❖ **HPC & MCS** (11% of FY21 revenue) – High Performance Compute and Mission Critical Systems. Also includes Hewlett Packard Labs.
- ❖ **Compute** (44% of FY21 revenue) – the core server business. HP XP, HPE GreenLake Hybrid Cloud, Edgeline, Cloudline, Synergy, OneView, OneSphere, ProLiant, Synergy, Cloudline, Edgeline, HPE Integrity Servers, NonStop, HPE Superdome, Apollo (High-Performance Computing), Simplivity (HyperConvergence).
- ❖ **Storage** (17% of FY20 revenue) – the core storage business, including recent acquisition Zerto. HPE 3PAR, StoreOnce, StoreEver, Nimble Storage, HP XP, HPE GreenLake Hybrid Cloud, HPE Alletra, HPE Primera, MSA, Nimble & Alletra dHCI.
- ❖ **HPE Financial Services** (12% of FY20 revenue) – provides financing services for HPE customers and partners.
- ❖ **A&PS** (4% of FY20 revenue) – Advisory and Professional Services through 'HPE Pointnext'.

CEO Antonio Neri announced in 2019 that he expects all products to be sold 'as a service' by 2022 via HPE Greenlake.

1.5 OBJECTIVES OF THE STUDY

The goal of an order management system is to get a product into a customer's hands as efficiently as possible. It manages the journey of each item in the customer's order, from the time it goes into their cart to the moment it arrives on their doorstep – and any returns that may follow.

PRIMARY OBJECTIVES:

- To understand the process and tools in order management system and provide insights to improve the process.
- To know about the flow of orders from order placement to delivery and the logistics processes involved.
- To have an overview of the efficiency of the workers in the company

1.6 NEED OF THE STUDY

- Order management handles everything from receiving the order to delivery and post-delivery customer service relations. Without order management, a business can easily become overwhelmed by orders or struggle to fill them correctly.
- This study will help the company to know the work efficiency of the employee in quarter ends.
- Understanding the tools and processes used in the Order Management System in the Global Operations in the company increases productivity.
-

1.7 SCOPE & SIGNIFICANCE OF THE STUDY

- Order management handles everything from receiving the order to delivery and post-delivery customer service relations. Without order management, a business can easily become overwhelmed by orders or struggle to fill them correctly.
- This study will help the company to know the work efficiency of the employee in quarter ends.
- Understanding the tools and processes used in the Order Management System in the Global Operations in the company increases productivity.

1.8 LIMITATIONS OF THE STUDY

- Geographical scope is confined to Chennai city.
- The data is collected for the research through primary data and secondary data given by the respondents.
- Due to time and others restrictions the study has been limited 106 respondents only
- Study period was only 6 months, so the whole process will not be trained to us.
- Company polices does not allows me to share the customer/partner's data and order details.

CHAPTER 2

REVIEW OF LITERATURE

2.1 REVIEW OF LITERATURE

- **Anderson and Oliver (1987)**, According to the definition of salesforce control system, the major components of salesforce control system are monitoring, directing, evaluating and rewarding of salespeople. If we look at each of components even separately we are going to realise how important each component is for the performance of salespeople and sales organisations. When these components are integrated together, they become salesforce control system.
- **Jaworski (1988)**, proposed a conceptualisation comprising of formal and informal dimensions of salesforce control system based on management and accounting disciplines and formulated propositions regarding the antecedents (e.g., environment) and consequences (e.g., individual effects) of formal and informal control.
- **Raja Wasim Ahmad, Haya Hasan, Raja Jayaraman, Mohammed Omar (2021)**, Efficient port logistic operations and management are critical for global trade and transportation services. The current port logistic handling systems are highly centralized and offer limited opportunities for collaboration among diverse stakeholders. Moreover, existing systems fall short of providing traceability, transparency, information security, and immutability of data stored and exchanged during various operational processes.
- **Babakus, E., Cravens, D.W., Grant, K., Ingram, T.N. and LaForge, R.W. (1996)** Investigating the relationships among sales, management control, sales territory design, salesperson performance and sales organization effectiveness',
- **Made Sudarma, Sri Ariyani, Putu Aryasuta Wicaksana (2021)**, Sales order documents at companies are a very important procedure in the project or work initialization process. The management of the sales order which is still done manually creates several problems in the process. It is necessary to implement a effective order management system (OMS) to avoid confusion.
- **Christopher J.Rowe (2007)**, considers the addition of a computerized sales order processing system at Barrington's food factory. The earlier stock control system had not been without its problems, and the lessons learned from this experience enabled management to avoid repeating certain mistakes with regard to planning, office provision and training.

- **Veronica Martinez, Michael Zhao, Ciprian Blujdea (2019)**, investigated the effects of Blockchain on the customer order management process and operations. There is limited understanding of the use and benefits of Blockchain on supply chains, and less so at processes level. To date, there is no research on the effects of Blockchain in the customer order management process.
- **Robertson and Andersen (1998)**, As far as the effects of salesforce control system on salespeople are concerned, it has been found to have an impact on salesforce ethical behavior.
- **Ravi Kain, Ajay Verma (2018)**, overviewed the Logistics/Logistics management in supply chain and their current logistics related issue in a present day business and present a conceptual methodology for related issue.
- **Sarwo Edi Rizal (2021)**, Hewlett Packard Enterprise (HPE) Hyperconverged is an Information Technology (IT) framework that combines storage, computing and networking into a single system in an effort to reduce data center complexity and increase scalability. HPE Hyperconverged improve business and the productivity of IT staff and increase the speed of services delivered to customer.
- **Md Yusoff, Nur Syahindah (2022)** has analysed about the HPE, find the solution, add our knowledge and make conclusion to more understand about this company product. Firstly, we have to know the background of the company, what the product and services be provide, how they do marketing and other information about company.
- **Zenon Pokojski, Agnieszka Kister and Marcin Lipowski (2022)**, an enterprise's attitude to remote work has a positive influence on the efficiency of the remote work, the control of the remote work and the remote work support, with the strongest impact exerted on the last of the factors mentioned. A better attitude to remote work influences, to the largest degree, an enterprise's support for performing work from remote locations outside of corporate offices.
- **Xueping Yang, Hua (Jonathan) Ye, Xinwei Wang (2021)**, While employees gradually use social media for work purposes, it remains unclear how such a use influences their knowledge sharing and work efficiency. Thus, this study explores how work motivations and communication visibility afforded by social media affect employees' knowledge sharing and work efficiency. We find that message transparency of communication visibility enhances knowledge sharing and work efficiency but weakens the impact of reputation on knowledge sharing, whereas network translucence of communication visibility increases work efficiency and strengthens the influence of social networking on knowledge sharing. Our findings add to the literature and provide guidance on how to use social media for work.

CHAPTER 3

RESEARCH METHODOLOGY

3.1 DESIGN OF THE STUDY

Design of the study is an important component of a research. Research methodology is a way of explaining how a researcher intends to carry out their research. It's a logical, systematic plan to resolve a research problem. It encompasses what data they're going to collect and where from, as well as how it's being collected and analyzed.

3.2 SAMPLING METHOD

Convenience and purposive sampling method:

Convenience sampling is the most common type of non-probability sampling, which focuses on gaining information from participants (the sample) who are 'convenient' for the researcher to access the data. Purposive sampling focuses on getting data from participants who are suitable for the underlying nature of the study.

3.3 RESEARCH DESIGN

Research is done to collect the opinions of employees in the order management system in HPE which helps to know case flow and processes, improvement and training in the tools implemented in the Organization.

Descriptive Research:

Descriptive research is a study designed to depict the participants in an accurate way. More simply put, descriptive research is all about describing people who take part in the study.

3.4 SOURCES OF DATA

- **Primary data** was collected from the 106 employees of order management of HPE using a questionnaire in order to obtain relevant data.
- **Secondary data** was collected from HPE's EMEA OM&C Process documentation portal, articles related to order management system and Salesforce.

3.5 SAMPLE SIZE

Information has been collected from 106 respondents from HPE.

3.6 METHODS OF ANALYSIS

The data collected in the schedules were tabulated for subsequent analysis. Keeping in view the objectives of the study, appropriate methods of analysis were employed to the collected data by using **SPSS** and the results were discussed in the 4th chapter

3.7 TOOLS USED FOR ANALYSIS:

PERCENTAGE ANALYSIS

One of the simplest methods of analysis is the percentage method. It is one of the traditional statistical tools. Through the use of percentage, the data are reduced in the standard form with the base equal to 100, which facilitates comparison.

The formula used to compute Percentage analysis is,

$$\text{Percentage of the Respondents} = \frac{\text{No. of Respondents}}{\text{Total No. of Respondents}} \times 100$$

CHI-SQUARE TEST

The chi-square test is defined for the hypothesis:

H0: The data do not follow a specified distribution

H1: The data follow the specified distribution

There may be situation in which it is not possible to make any rigid assumption about distribution of the population from which samples being drawn. This limitation has led to the development of a group of alternative techniques known as non-parametric tests. Chi-square describes the magnitude of the discrepancy between theory and observation. It is a measure to study the divergence of actual and expected frequencies The Greek letter "chi" describes the discrepancy represented by the symbol theory and observation. The formula used is,

$$\chi^2 = \sum \frac{(O-E)^2}{E}$$

E

Where "O" is the observed Frequency "E" is the expected Frequency

CORRELATION TECHNIQUE

Correlation is a statistical technique that can show whether and how strongly pairs of variables are related. The main result of a correlation is called the correlation coefficient (or “r”). It ranges from -1.0 to +1.0. The closer r is to +1 or -1, the more closely the two variables are related. If r is close to 0, it means there is no relationship between the variables. If r is positive, it means that as one variable gets larger, the other gets larger. If r is negative it means that as one gets larger, the other gets smaller (often called an inverse correlation).

ONE-WAY ANOVA

One-way ANOVA is a statistical technique used to compare the means of three or more groups to determine if there is a statistically significant difference between them. It tests the null hypothesis that there is no significant difference between the means of the groups against the alternative hypothesis that at least one of the means is significantly different. One-way ANOVA is commonly used in experimental research and can be conducted using statistical software such as SPSS.

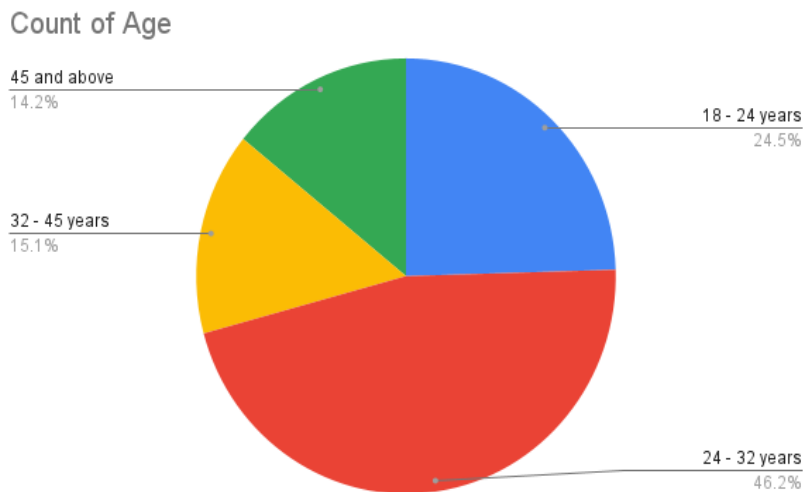
CHAPTER 4

DATA ANALYSIS AND INTREPRETATION

4.1 PERCENTAGE ANALYSIS

4.1.1 AGE WISE CLASSIFICATION OF THE RESPONDENTS

Age	No. of Respondents	Percentage
18 - 24 years	26	24.53
24 - 32 years	49	46.23
32 - 45 years	16	15.09
45 and above	15	14.15
Total	106	100



INTREPRETATION:

It is founded that the 24.53% of the respondents fall under the age category of 18-25 years, 46.23% of the respondents fall under the age category of 24-32 years, 15.09% of the respondents fall under the age category of 32-45 years, 14.15% of the respondents fall under the age category of 45 and above.

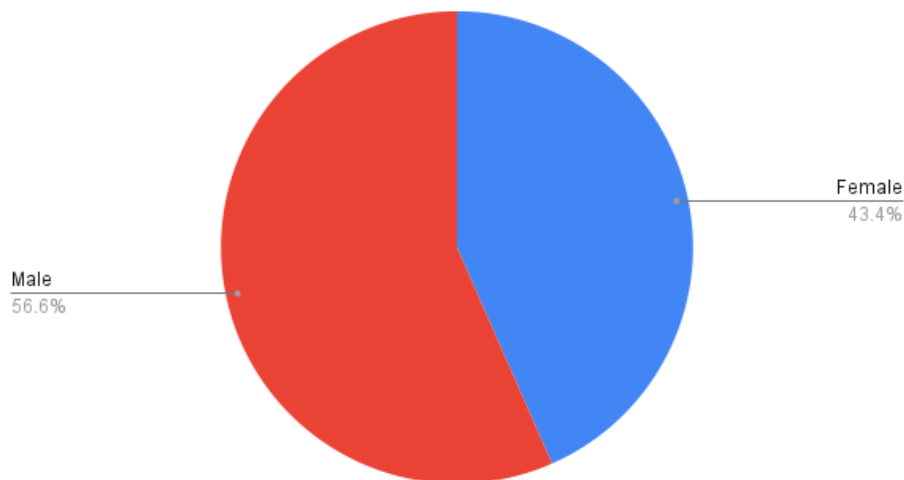
INFERENCE:

Majority (46.23%) of respondents are from the age category of 24 -32 years.

4.1.2 GENDER WISE CLASSIFICATION OF THE RESPONDENTS

Gender	No. of Respondents	Percentages
Male	46	43.40
Female	60	56.60
Total	106	100

Count of Gender



INTREPRETATION:

From the above table it is interpreted that the male respondents are 43.40% and the female respondents are 56.60%.

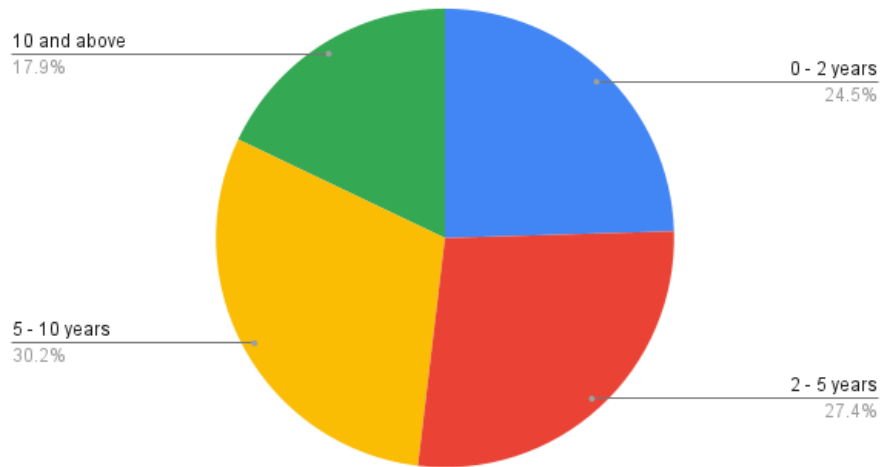
INFERENCE:

Majority (56.60%) of respondents are Female.

4.1.3 EXPERIENCE WISE CLASSIFICATION OF THE RESPONDENTS

Years of experience	No. of Responses	Percentage
0 - 2 years	26	24.53
10 and above	19	17.92
2 - 5 years	29	27.36
5 - 10 years	32	30.19
Total	106	100

Count of Years of experience with HPE



INTREPRETATION:

It is founded that the 24.53% of the respondents fall under the experience category of 0-2 years, 17.92% of the respondents fall under the experience category of 10 and above years, 27.36% of the respondents fall under the experience category of 2-5 years, 30.19% of the respondents fall under the experience category of 5-10 years.

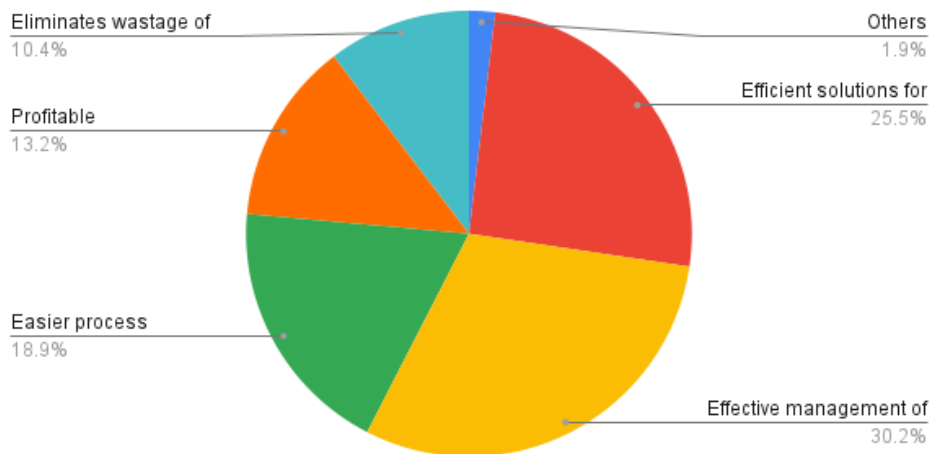
INFERENCE:

Majority (30.19%) of respondents are from the experience category of 5-10 years.

4.1.4 CLASSIFICATION OF RESPONSES BASED ON THE NEED FOR AN EFFECTIVE ORDER MANAGEMENT SYSTEM

Need	No. of respondents	Percentages
Easier process	20	18.87
Effective management of records	32	30.19
Efficient solutions for queries	27	25.47
Eliminates wastage of resources	11	10.38
Others	2	1.89
Profitable	14	13.21
Total	106	100

Why do you think there is a need for an effective order management system ?



INTREPRETATION:

It is founded that 18.87% respondents need an effective OM system for easier process, 30.19% for effective management of records, 25.47% for efficient solutions for queries, 10.38% for elimination of wastage, 13.21% for profitability and 1.89% for other reasons.

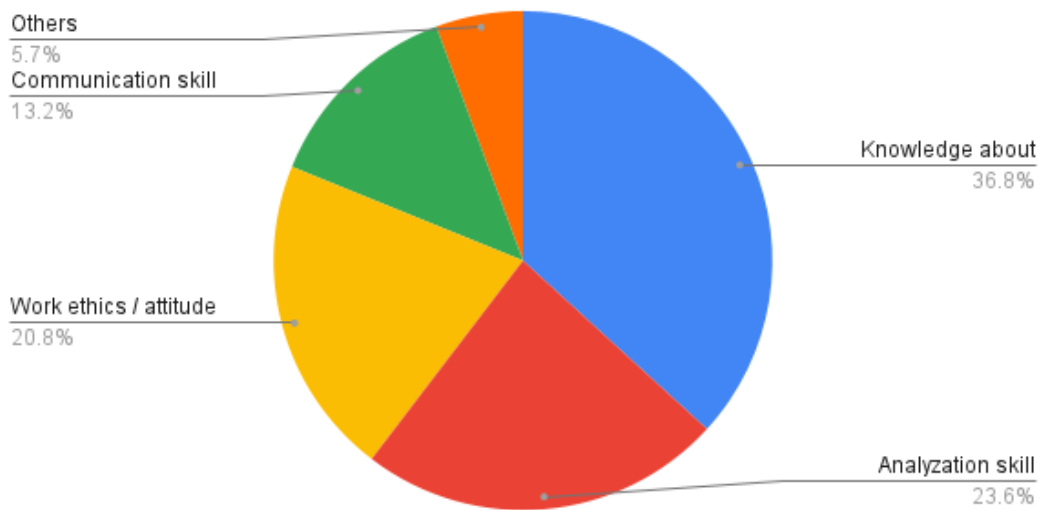
INFERENCE:

Majority (30.19%) of the respondents think that an effective order management system is needed for effective management of records.

4.1.5 CLASSIFICATION OF RESPONSES BASED ON THE MOST IMPORTANT ATTRIBUTE REQUIRED IN THE ORDER MANAGEMENT PROCESS

Attribute	No. of Respondents	Percentage
Analyzation skill	25	23.6
Knowledge about process	14	36.8
Work ethics / attitude	39	20.8
Communication skill	6	13.2
Others	22	5.7
Total	106	100

What do you think is the most important attribute required in the order management process ?



INTREPRETATION:

It is founded that 23.6% respondents think that the most important attribute required in the order management system is analyzation skills, 36.8% as knowledge about process, 20.8% as work ethics/attitude, 13.2% as communication skills and 5.7% think as other reasons.

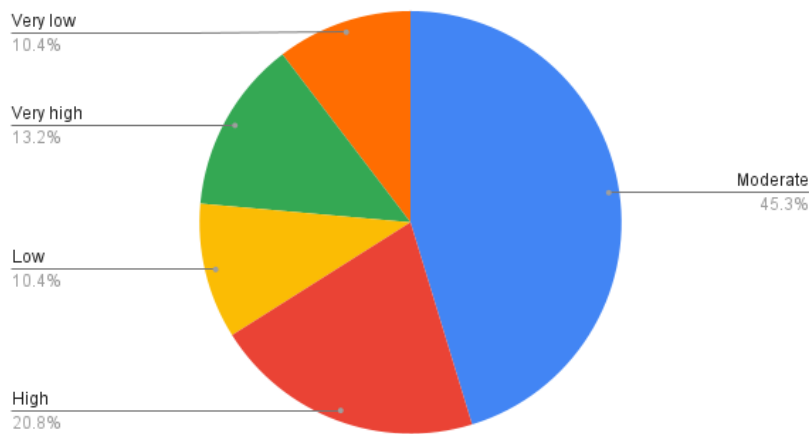
INFERENCE:

Majority (36.79%) of the respondents think that knowledge about process is the most important attribute required in the order management process.

4.1.6 CLASSIFICATION BASED ON THE LEVEL OF ORDER VOLUME

Level of order volume	No. of respondents	Percentage
Very high	14	13.2
High	22	20.8
Moderate	48	45.3
Low	11	10.4
Very low	11	10.4
Total	106	100

Where do you rate the level of order volume currently ?



INTREPRETATION:

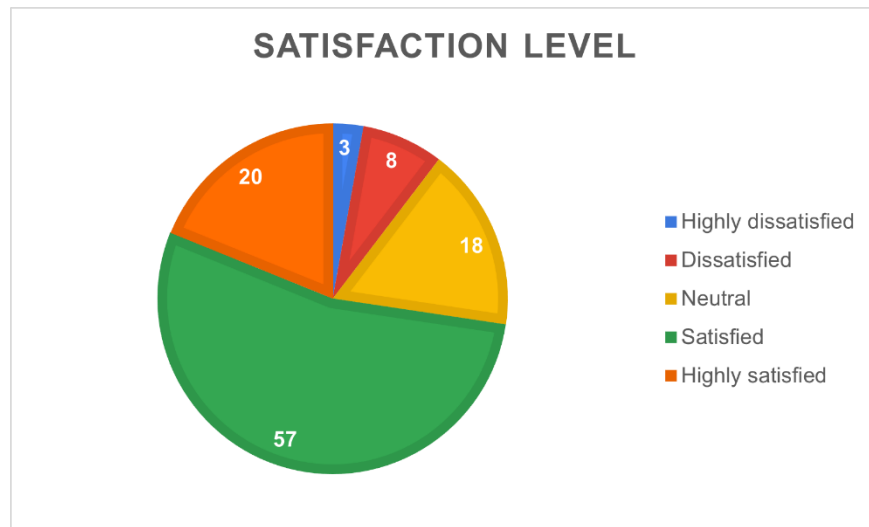
It is founded that 13.2% respondents think that there is very high level of order volume currently, 20.8% as High, 45.3% as moderate, 10.4% as Low and 10.4% as very low.

INFERENCE:

Majority (45.28%) of the respondent think there is a moderate level of order volume currently.

4.1.7 SATISFACTION WITH THE TRAINING PROVIDED DURING METHOD CHANGES AND PROCESS IMPROVEMENTS

Satisfaction level	No. of respondents	Percentages
Highly dissatisfied	3	3
Dissatisfied	8	7
Neutral	18	17
Satisfied	57	54
Highly satisfied	20	19
Total	106	100



INTERPRETATION:

It is founded that 3% of the respondents are highly dissatisfied with the training provided, 7% are dissatisfied, 17% are moderately satisfied, 54% are satisfied and 19% are highly satisfied.

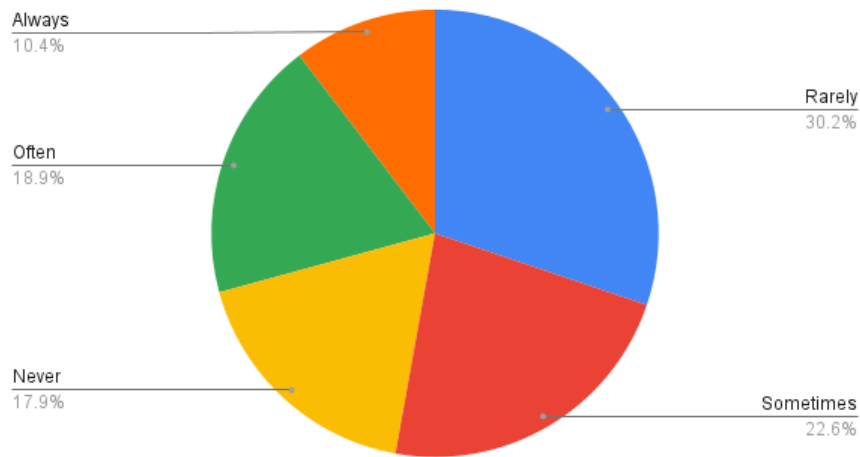
INFERENCE:

Majority (53.77%) of the respondents are satisfied with the training provided during the method changes and process improvements.

4.1.8 CLASSIFICATION BASED ON COMMITTING ERRORS IN THE PROCESS

Frequency	No. of respondents	Percentage
Always	11	10.4
Often	20	18.9
Sometimes	24	22.6
Rarely	32	30.2
Never	19	17.9
Total	106	100

How often do you commit errors in the process?



INTERPRETATION:

It is founded that 10.4% of the respondents always commit errors in the process, 18.9% commit errors often, 17.9% never commit errors, 30.2% rarely commit errors, and 22.6% sometimes commit errors.

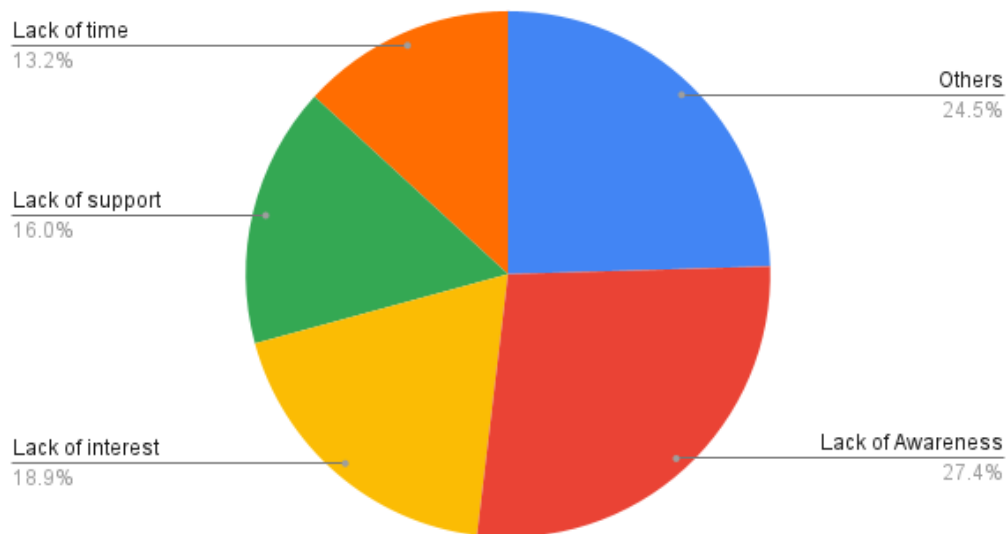
INFERENCE:

Majority (30.19%) of the respondents rarely commit errors in the process.

4.1.9 CLASSIFICATION BASED ON REASONS FOR ERRORS MADE IN THE PROCESS

Reasons	No. of respondents	Percentage
Lack of time	14	13.2
Lack of support	17	16.0
Lack of interest	20	18.9
Lack of awareness	29	24.5
Others	26	27.4
Total	106	100

What could possibly be the reasons for the errors made?



INTREPRETATION:

It is founded that 13.2% respondents think that the reason for errors committed is lack of time, 16% as lack of support, 18.9% as lack of interest, 27.4% as lack of awareness and 24.5% as other reasons.

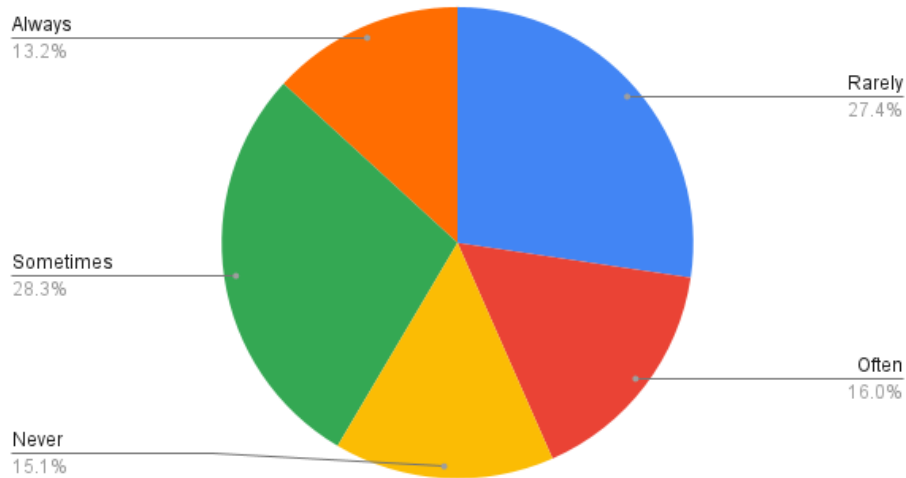
INFERENCE:

Majority (27.36%) of the respondents think that lack of awareness is the main reason for the errors committed.

4.1.10 CLASSIFICATION BASED ON WORKING BEYOND SPECIFIED WORKING HOURS

Frequency	No. of respondents	Percentages
Always	14	13.2
Often	17	16
Sometimes	30	28.3
Rarely	29	27.4
Never	16	15.1
Total	106	100

How often did you work beyond your specified working hours?



INTERPRETATION:

It is found that 13.2% of the respondents always work beyond their specified working hours, 28.3% work sometimes, 15.1% never work beyond hours, 27.4% work rarely and 16.0% work often.

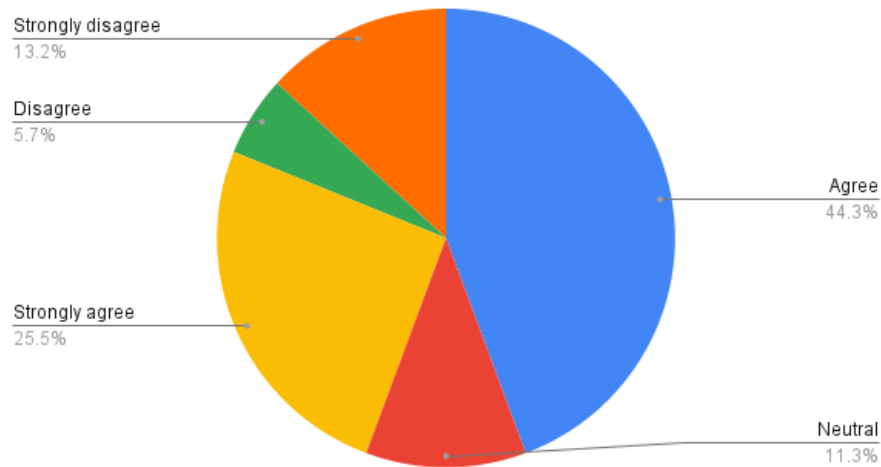
INFERENCE:

Majority (28.3%) of the respondents work beyond their working hours sometime.

4.1.11 CLASSIFICATION BASED ON THE EASINESS OF THE PROCESS

Agreement	No. of respondents	Percentage
Strongly agree	27	25.5
Agree	47	44.3
Neutral	12	11.3
Disagree	6	5.7
Strongly disagree	14	13.2
Total	106	100

HPE order management process is easy to understand



INTERPRETATION:

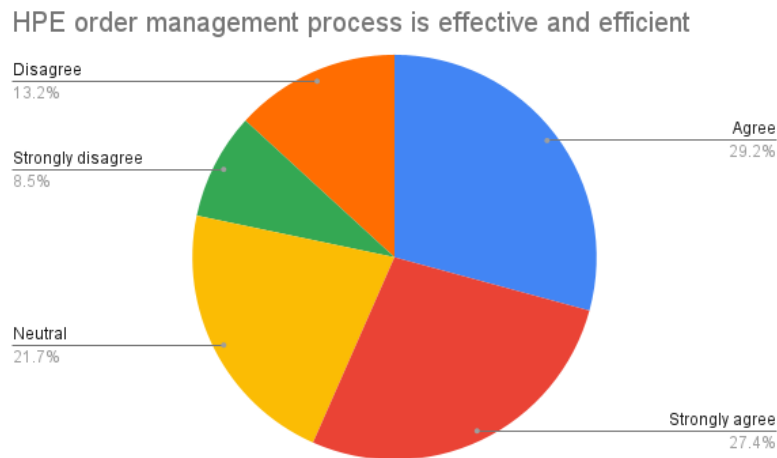
It is found that 13.2% of the respondents strongly disagree to the fact that HPE process is easy to understand, 5.7% disagree, 25.5% strongly agree, 11.3% have a neutral opinion and 44.3% agree to the fact.

INFERENCE:

Majority (44.34%) of the respondents agree that HPE order management process is easy to understand.

4.1.12 CLASSIFICATION BASED ON THE FACT THAT HPE ORDER MANAGEMENT PROCESS IS EFFECTIVE AND EFFICIENT

Agreement	No. of response	Percentage
Strongly agree	29	27.4
Agree	31	29.2
Neutral	23	21.7
Disagree	14	13.2
Strongly disagree	9	8.5
Total	106	100



INTERPRETATION:

It is found that 8.5% of the respondents strongly disagree to the fact that HPE order management process is effective and efficient, 13.2% disagree, 27.4% strongly agree, 21.7% have a neutral opinion and 29.2% agree to the fact.

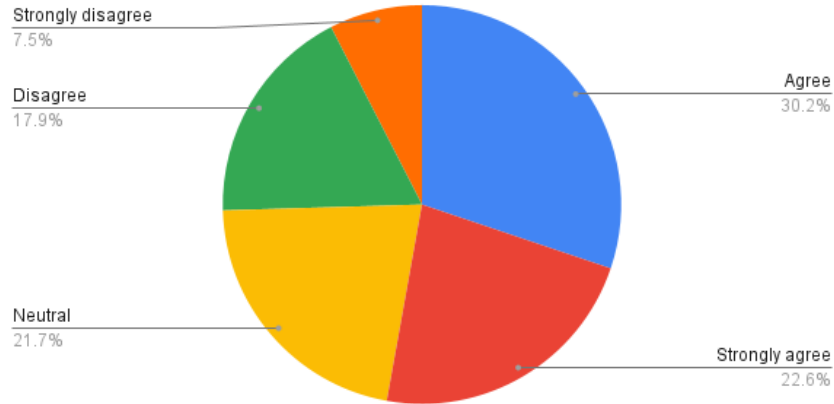
INFERENCE:

Majority (29.25%) of the respondents agree that HPE order management process is effective and efficient.

4.1.13 CLASSIFICATION BASED ON THE FACT THAT HPE ORDER MANAGEMENT PROCESS IS INTEGRATED SEAMLESSLY WITH OTHER BUSINESS PROCESSES AND QUALITY.

Agreement	No. of respondents	Percentage
Strongly agree	24	7.5
Agree	32	30.2
Neutral	23	21.7
Disagree	19	17.9
Strongly disagree	8	7.5
Total	106	100

The Hpe order management process is integrated seamlessly with other business processes and quality



INTERPRETATION:

It is found that 7.5% of the respondents strongly disagree to the fact that the HPE order management process is integrated seamlessly with other business processes and quality, 17.9% disagree, 22.6% strongly agree, 21.7% have a neutral opinion and 30.2% agree to the fact.

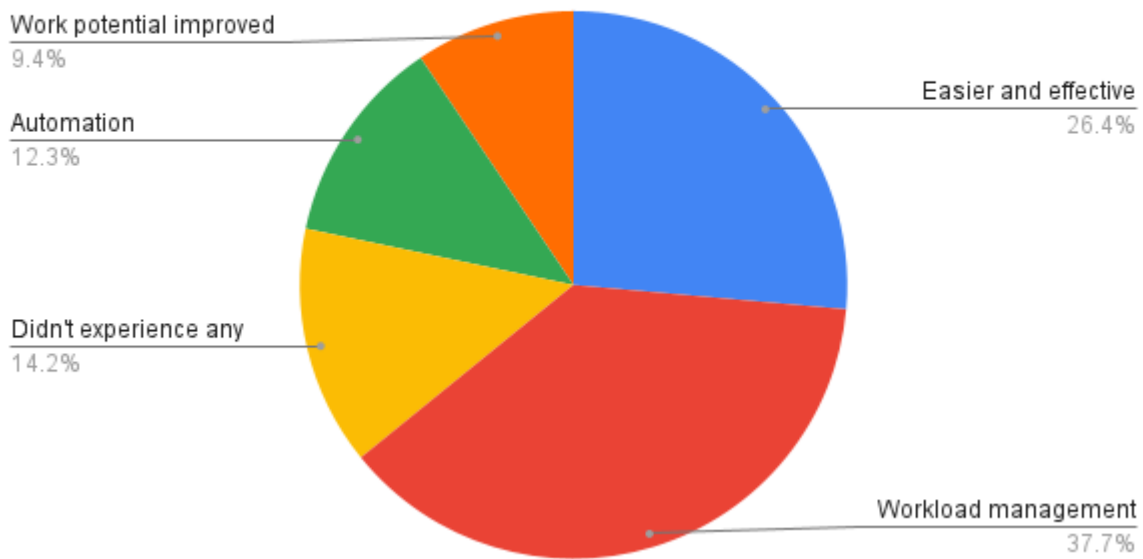
INFERENCE:

Majority (30.19%) of the respondents agree that HPE order management process is integrated seamlessly with other business processes and quality.

4.1.14 CLASSIFICATION BASED ON THE EFFECT AND OUTCOME OF THE NEW TOOLS AND PROCESS INTRODUCED IN THE ORDER MANAGEMENT SYSTEM

Effect and outcome	No. of respondents	Percentage
Workload management improved	40	37.7
Work potential improved	10	9.4
Easier and effective solutions	28	26.4
Didn't experience any changes	15	14.2
Automation	13	12.3
Total	106	100

What is the effect and outcome of the new tools and process introduced in the order management system?



INTREPRETATION:

It is found that 9.4% respondents think that their work potential has improved due to the new tools and process introduced in the order management system, 12.3% think that automation as a result, 14.2% didn't experience any changes, 37.7% think that their workload management has improved and 26.4% think that they could get easier and effective solutions.

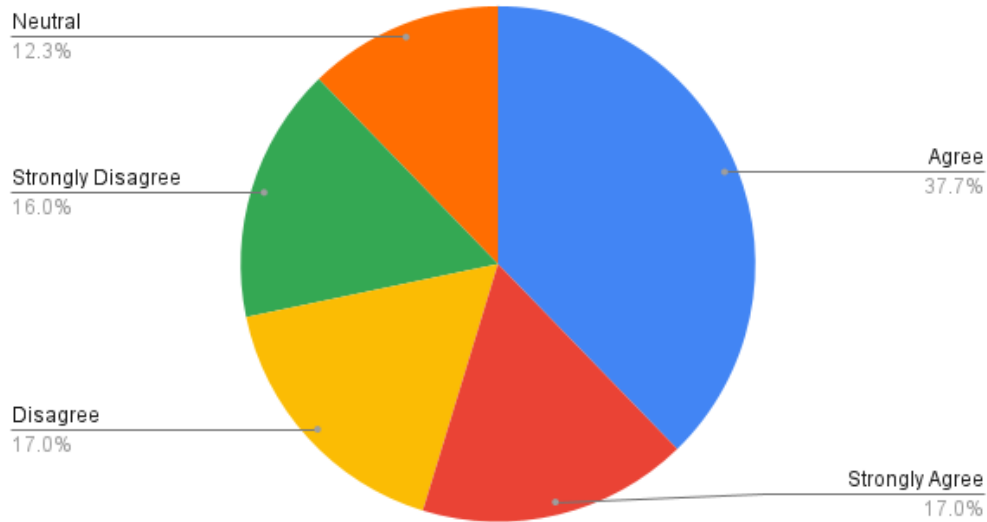
INFERENCE:

Majority (37.74%) of the respondents think that Workload management is improved as an effect and outcome of the new tools and process introduced in the order management system.

4.1.15 CLASSIFICATION BASED ON WHETHER THE COMPANY'S OVERALL CULTURE EMPATHETIC TO THEIR NEEDS

Agreement	No. of respondents	Percentage
Strongly agree	18	17.0
Agree	40	37.7
Neutral	13	12.3
Disagree	18	17.0
Strongly disagree	17	16.0
Total	106	100

Is the company's overall culture empathetic to your needs?



INTERPRETATION:

It is found that 16.0% of the respondents strongly disagree to the fact that the company's overall culture is empathetic to their needs, 17.0% disagree, 17.0% strongly agree, 12.3% have a neutral opinion and 37.7% agree to the fact.

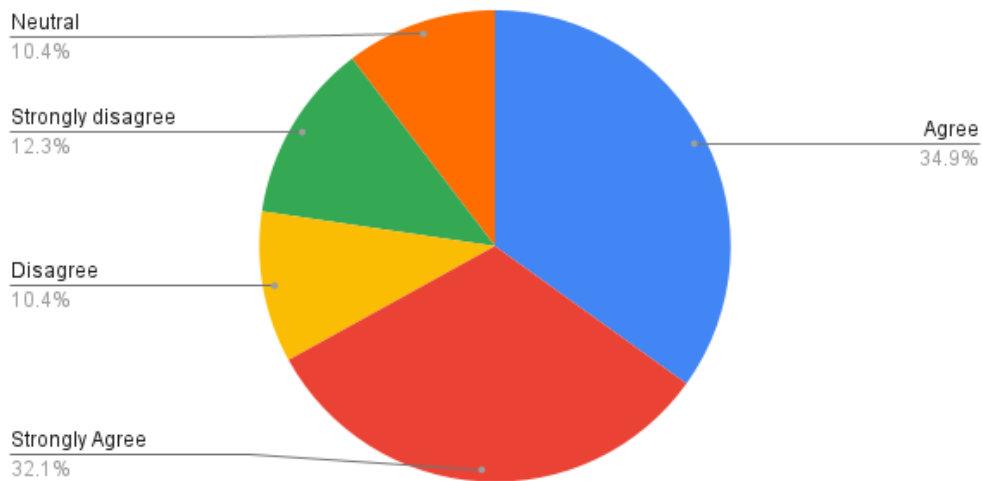
INFERENCE:

Majority (37.74%) of the respondents agree that the company's overall culture is empathetic to their needs.

4.1.16 CLASSIFICATION BASED ON WHETHER THE ORDER MANAGEMENT PROCESS CONTRIBUTES TO THE OVERALL BUSINESS.

Agreement	No. of the respondents	Percentage
Strongly agree	34	32.1
Agree	37	34.9
Neutral	11	10.4
Disagree	11	10.4
Strongly disagree	13	12.3
Total	106	100

Do you think that the order management process contributes to the overall business?



INTERPRETATION:

It is found that 10.4% have a neutral opinion on order management process contributes to the overall business, 12.3% strongly disagree, 10.4% disagree, 32.1% strongly agree, and 34.9% agree to the fact.

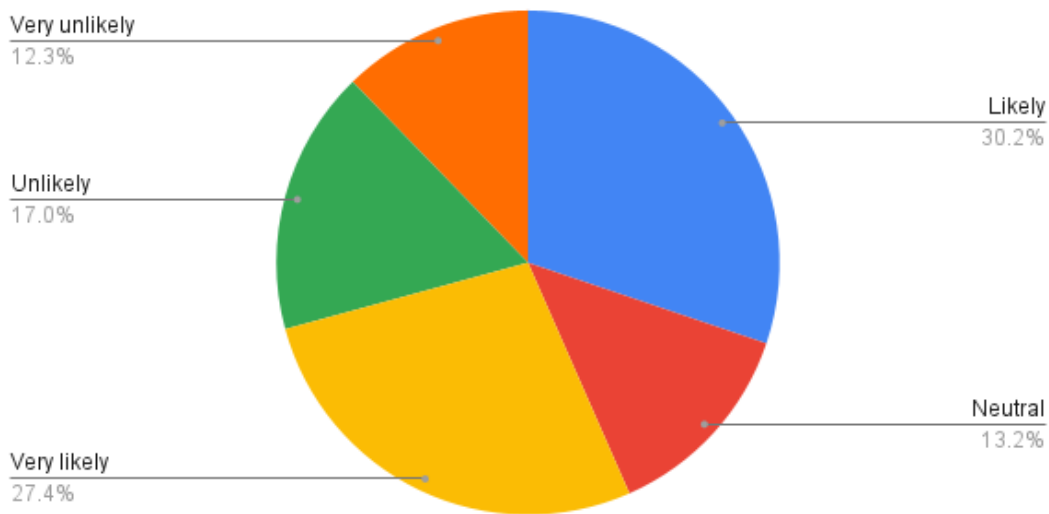
INFERENCE:

Majority (34.90%) of the respondents strongly agree that order management process contributes to the overall business.

4.1.17 CLASSIFICATION BASED ON WHETHER THE RESPONDENTS WOULD RECOMMEND HPE AS A GREAT WORKPLACE TO OTHERS.

Likelihood	No. of respondents	Percentage
Very likely	29	27.4
Likely	32	30.2
Neutral	14	13.2
Unlikely	18	17.0
Very unlikely	13	12.3
Total	106	100

How likely are you to recommend HPE as a great workplace to others ?



INTERPRETATION:

It is found that 12.3% of the respondents are very unlikely to recommend HPE as a great workplace to others, 17.0% are unlikely, 30.2% are likely, 13.2% are neutral and 27.4% are very likely.

INFERENCE:

Majority (30.19%) of the respondents are likely to recommend HPE as a great workplace to others.

4.2 CHI SQUARE ANALYSIS

Analysis 1:

- **H₀ (Null Hypothesis)** - There is no significant different between the age of the respondent and the need addressing by the company.
- **H₁ (Alternate Hypothesis)** - There is a significant different between the age of the respondent and the need addressing by the company.

4.2.1 CROSSTABULATION OF AGE AND NEED ADDRESSAL

Age ^ Is the company’s overall culture empathetic to your needs? Crosstabulation

			Is the company’s overall culture empathetic to your needs?					Total
			Agree	Disagree	Neutral	Strongly Agree	Strongly Disagree	
Age	18 - 24 years	Count	10	11	2	3	0	26
		Expected Count	9.8	4.4	3.2	4.4	4.2	26.0
	24 - 32 years	Count	25	2	6	13	3	49
		Expected Count	18.5	8.3	6.0	8.3	7.9	49.0
	32 - 45 years	Count	3	2	5	0	6	16
		Expected Count	6.0	2.7	2.0	2.7	2.6	16.0
	45 and above	Count	2	3	0	2	8	15
		Expected Count	5.7	2.5	1.8	2.5	2.4	15.0
Total		Count	40	18	13	18	17	106
		Expected Count	40.0	18.0	13.0	18.0	17.0	106.0

CHI SQUARE TEST:

Chi-Square Tests			
	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	58.766 ^a	12	.013
Likelihood Ratio	60.665	12	.017
N of Valid Cases	106		
a. 12 cells (60.0%) have expected count less than 5. The minimum expected count is 1.84.			

INFERENCE:

Since p value (0.013) is less than 0.05. We accept the alternate hypothesis and reject the null hypothesis. Hence there is a significant different between the age of the respondent and the need addressing by the company.

Analysis 2:

- **H₀ (Null Hypothesis)** - There is no significant different between the gender of the respondent and the error committing in the process.
- **H₁ (Alternate Hypothesis)** - There is a significant different between the gender of the respondent and the error committing in the process.

4.2.2 CROSSTABULATION OF GENDER AND ERROR COMMISSION.

Gender * How often do you commit errors in the process? Crosstabulation

			How often do you commit errors in the process?					Total
			Always	Never	Often	Rarely	Sometimes	
Gender	Female	Count	7	10	5	18	6	46
		Expected Count	4.8	8.2	8.7	13.9	10.4	46.0
	Male	Count	4	9	15	14	18	60
		Expected Count	6.2	10.8	11.3	18.1	13.6	60.0
Total		Count	11	19	20	32	24	106
		Expected Count	11.0	19.0	20.0	32.0	24.0	106.0

CHI SQUARE TEST:

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	10.709 ^a	4	.030
Likelihood Ratio	11.040	4	.026
N of Valid Cases	106		

a. 1 cells (10.0%) have expected count less than 5. The minimum expected count is 4.77.

INFERENCE:

Since p value (0.030) is less than 0.05. We accept the alternate hypothesis and reject the null hypothesis. Hence there is a significant different between the gender of the respondent and the error committing in the process.

4.3 CORRELATION

4.3.1 CORRELATION BETWEEN WORK HOURS AND VOLUME

Correlations			
		How often did you work beyond your specified working hours?	Where do rate the level of order volume currently?
How often did you work beyond your specified working hours?	Pearson Correlation	1	.353**
	Sig. (2-tailed)		.000
	N	106	106
Where do rate the level of order volume currently?	Pearson Correlation	.353**	1
	Sig. (2-tailed)	.000	
	N	106	106
**. Correlation is significant at the 0.01 level (2-tailed).			

- **H₀ (Null Hypothesis)** - The two variables are not linearly related and the correlation is not significant.
- **H₁ (Alternate Hypothesis)** - The two variables are linearly related and the correlation is significant.

INFERENCE:

It is clear from the above table that correlation value is **.353**. This means there is a low correlation between the work hours of the respondents and the volume incoming.

4.3.2 CORRELATION BETWEEN THE OVERALL VIABILITY OF THE OM SYSTEM AND THE EMPLOYEE RECOGNITION AND COMPENSATION PROGRAMS

Correlations

		Where do you rate the HPE's Order Management system on a scale of 1 - 10?	Where do you rate the Hpe's employee recognition and compensation programs on a scale of 1 - 10 ?
Where do you rate the HPE's Order Management system on a scale of 1 - 10?	Pearson Correlation	1	.650**
	Sig. (2-tailed)		.000
	N	106	106
Where do you rate the Hpe's employee recognition and compensation programs on a scale of 1 - 10 ?	Pearson Correlation	.650**	1
	Sig. (2-tailed)	.000	
	N	106	106

** . Correlation is significant at the 0.01 level (2-tailed).

- **H₀ (Null Hypothesis)** - The two variables are not linearly related and the correlation is not significant.
- **H₁ (Alternate Hypothesis)** - The two variables are linearly related and the correlation is significant.

INFERENCE:

It is clear from the above table that correlation value is **.573**. This means there is moderate correlation between the satisfaction level and the ratings provided by the respondents.

4.4 ANOVA TEST

- **H₀ (Null Hypothesis)** – There is no significant difference in the need addressed and 5 different levels of satisfaction in the training provided on the process.
- **H₁ (Alternate Hypothesis)** - There is a significant difference in the need addressed and 5 different levels of satisfaction in the training provided on the process.

4.4.1 ANOVA TEST BETWEEN NEED AND SATISFACTION

ANOVA

Is the company's overall culture empathetic to your needs?

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	16.608	4	4.152	2.383	.056
Within Groups	175.958	101	1.742		
Total	192.566	105			

Post Hoc Tests

Homogeneous Subsets

Is the company's overall culture empathetic to your needs?

Duncan^{a,b}

How satisfied are you with the training provided during the method changes and process improvements?	N	Subset for alpha = 0.05	
		1	2
4	57	2.96	
5	20	3.25	
2	8	3.50	
3	18	3.61	
1	3		5.00
Sig.		.363	1.000

Means for groups in homogeneous subsets are displayed.

a. Uses Harmonic Mean Sample Size = 8.599.

INFERENCE:

Since p value 0.056 is greater than 0.05 at 5 percent level of significant, we accept alternate hypothesis and reject null hypothesis. There is a significant difference in the need addressed and 5 different levels of satisfaction in the training provided on the process.

CHAPTER 5

FINDINGS, SUGGESTIONS AND CONCLUSION

5.1 FINDINGS OF THE STUDY

DEMOGRAPHIC FINDINGS:

- Majority (46.23%) of respondents are from the age category of 24 -32 years.
- Majority (56.60%) of respondents are Female.
- Majority (30.19%) of respondents are from the experience category of 5-10 years.

ANALYTICAL FINDINGS:

- Majority (30.19%) of the respondents think that an effective order management system is needed for effective management of records.
- Majority (36.79%) of the respondents think that knowledge about process is the most important attribute required in the order management process.
- Majority (45.28%) of the respondent think there is a moderate level of order volume currently.
- Majority (53.77%) of the respondents are satisfied with the training provided during the method changes and process improvements.
- Majority (30.19%) of the respondents rarely commit errors in the process.
- Majority (27.36%) of the respondents think that lack of awareness is the main reason for the errors committed.
- Majority (28.3%) of the respondents work beyond their working hours sometime.
- Majority (44.34%) of the respondents agree that HPE order management process is easy to understand.
- Majority (29.25%) of the respondents agree that HPE order management process is effective and efficient.
- Majority (30.19%) of the respondents agree that HPE order management process is integrated seamlessly with other business processes and quality.

- Majority (37.74%) of the respondents think that Workload management is improved as an effect and outcome of the new tools and process introduced in the order management system.
- Majority (37.74%) of the respondents agree that the company's overall culture is empathetic to their needs.
- Majority (34.90%) of the respondents strongly agree that order management process contributes to the overall business.
- Majority (30.19%) of the respondents are likely to recommend HPE as a great workplace to others.

5.2 SUGGESTIONS & RECOMMENDATIONS

- **Workflow efficiency:** Businesses work better when all the moving parts are in sync. Make sure to continuously track workflows to determine where they can be refined. Wherever possible, simplify communication to speed up decision-making without sacrificing accuracy.
- **Automation:** Automation can save businesses time and money, make life easier for workers and benefit the customer experience. For example, automation can improve shipping functions, as well as other general order fulfillment processes.
- **Demand forecasting:** By analyzing customer profiles and past buying trends, it becomes possible to estimate future demand and more effectively plan, budget and set order processing goals. For example, demand forecasting can help a business determine when it needs to hire additional seasonal help.
- **Stock level accuracy:** Maintaining well-organized and accurate inventory data can directly improve the efficiency of order processing and therefore ensure customers receive orders quickly and accurately.
- **Customer communication:** Communicating and assessing customer satisfaction is vital throughout the entire order processing workflow. Letting your customers know their orders are underway can give them a sense of control and make them feel more involved in the process.
- **ERP integration:** An enterprise resource planning (ERP) system helps automate business processes by using a central database that collects business information from all departments, from warehousing and shipping to accounting and HR. Integrating order management modules with the broader ERP system can help monitor and prioritize customer orders as they come in, then track their progress. This can help improve order processing speed and improve customer experience.

5.3 CONCLUSION

In conclusion, our study shows that implementing an effective order management system can have significant benefits for businesses, including increased efficiency, improved customer satisfaction, and enhanced profitability. However, the study also identified several challenges and limitations of existing order management systems, such as data security and process integration issues.

To address these challenges, future research could explore the use of emerging technologies, such as blockchain and automation, to improve order management systems. Additionally, further research could examine the impact of order management systems on different types of businesses and industries to provide more comprehensive insights into the benefits and challenges of these system

REFERENCES

- Aheame, M., Haumann, T., Kraus, F. and Wieseke, J. (2013) 'It's a matter of congruence: how interpersonal identification between sales managers and salespersons shapes sales success, Journal of the Academy of Marketing Science, Vol. 41, No. 6, pp.625-648.
- Aheame, M., Rapp, A., Hughes, D.E. and Jindal, R. (2010) 'Managing sales force product perceptions and control systems in the success of new product introductions', Journal of Marketing Research, Vol. 47, No. 4, pp.764-776.
- Al Kaabi, K. and Sandhu, M. (2018) 'The role of workforce skills development for entrepreneurship: an emiratization perspective', Int. J. Business Excellence, Vol. 14, No. 1, pp.101-120.
- Anderson, E. and Oliver, R.L. (1987) 'Perspectives on behavior-based versus outcome-based.
- Atuahene-Gima, K. and Li, H. (2006) 'The effects of formal controls on supervisee trust in the manager in new product selling: evidence from young and inexperienced salespeople in China', Journal of Product Innovation Management, Vol. 23, No. 4, pp.342-358,
- Aulakh, P.S. and Geneturk, E.F. (2000) 'International principal agent relationships control, governance and performance', Industrial Marketing Management, Vol. 29, No. 6, pp.521-538.
- Aziz, K.A. and Najib, NNM. (2010) 'Sales incentive scheme: insights from the Malaysian telecommunication sector', International Journal of Business Excellence, Vol. 3, No. 1, pp.105- 124.
- Babakus, E., Cravens, D.W., Grant, K., Ingram, T.N. and LaForge, R.W. (1996) 'Investigating the relationships among sales, management control, sales territory design, salesperson performance and sales organization effectiveness', International Journal of Research in Marketing, Vol. 13, No. 4, pp. 345-363.
- Baldauf, A. and Cravens, D.W. (1999) 'Improving the effectiveness of field sales organizations: a European perspective', Industrial Marketing Management, Vol. 28, No. 1, pp.63-72.

- Baldauf, A., Cravens, D.W. and Grant, K. (2002) 'Consequences of sales management control in field sales organizations: a cross national perspective', *International Business Review*, Vol. 11, No.5, pp.577-609.
- Aulakh, P.S. and Geneturk, E.F. (2000) 'International principal agent relationships control, governance and performance', *Industrial Marketing Management*, Vol. 29, No. 6, pp.521-538.
- Aziz, K.A. and Najib, NNM. (2010) 'Sales incentive scheme: insights from the Malaysian telecommunication sector', *International Journal of Business Excellence*, Vol. 3, No. 1, pp.105- 124.
- Babakus, E., Cravens, D.W., Grant, K., Ingram, T.N. and LaForge, R.W. (1996) 'Investigating the relationships among sales, management control, sales territory design, salesperson performance and sales organization effectiveness', *International Journal of Research in Marketing*, Vol. 13, No. 4, pp. 345-363.
- Baldauf, A. and Cravens, D.W. (1999) 'Improving the effectiveness of field sales organizations: a European perspective', *Industrial Marketing Management*, Vol. 28, No. 1, pp.63-72.
- Baldauf, A., Cravens, D.W. and Grant, K. (2002) 'Consequences of sales management control in field sales organizations: a cross national perspective', *International Business Review*, Vol. 11, No. 5, pp.577-609.

BIBLIOGRAPHY

- ❖ <https://home.hpe.com>
- ❖ <https://developer.salesforce.com/blogs/2021/09/how-to-automate-data-extraction-from-salesforce-using-python>
- ❖ <https://www.hpe.com/us/en/home.html>
- ❖ <https://www.salesforce.com/in/>
- ❖ <https://prp-dxp.it.hpe.com/group/internal/orders>
- ❖ <https://orderstatus.itcs.hpecorp.net/os/SalesAdminView.tcl>
- ❖ <https://etracking.its.hpecorp.net/etracking/memberhome.aspx>
- ❖ <https://hpe.sharepoint.com/teams/emeascbacklogupdatesomc/SitePages/Home.aspx?e=1%3A982944eba30540a097d1ff60cde77143>
- ❖ <https://partner.hpe.com/documents/46678/391959055/Using%20HPE%20Go%20-%20Quick%20Reference%20Guide/28971792-4c0c-41d3-b674-3432c318a634?t=1502983710063>

ANNEXURE – I

QUESTIONNAIRE:

1. Name: _____

2. Email id: _____

3. Gender

- Male
- Female

4. Age:

- 18 - 24 years
- 24 - 32 years
- 32 - 45 years
- 45 and above

5. Years of experience with HPE:

- 0 – 2 years
- 2 – 5 years
- 5 – 10 years
- 10 and above

6. Why do you think there is a need for an effective order management system?

- Easier Process
- Effective management of records
- Efficient solutions for queries
- Profitable
- Eliminates wastage of resources.
- Others

7. What do you think is the most important attribute required in the order management process?

- Analyzation skill
- Knowledge about process
- Work ethics/ Attitude
- Communication skill
- Others

8. Where do you rate the level of order volume currently?

- Very High
- High
- Moderate
- Low
- Very low

9. How satisfied are you with the training provided during the method changes and process improvements?

1 2 3 4 5

Not at all satisfied

completely satisfied

10. How often do you commit errors in the process?

- Always
- Often
- Sometimes
- Rarely
- Never

11. What could possibly be the reasons for the errors made?

- Lack of Awareness
- Lack of support
- Lack of time

- Lack of interest
- Other

12. How often did you work beyond your specified working hours?

- Always
- Often
- Sometimes
- Rarely
- Never

Answer the below questions based on your opinion:

	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree
15. HPE order management process is easy to understand.					
16. HPE order management process is effective and efficient.					
17. The HPE order management process is integrated seamlessly with other business processes.					

18. What is the immediate impact of the new tools and process introduced in the order management system?

- Work potential improved
- Workload management improved
- Easier and effective solutions
- Automation
- Didn't experience any changes.

19. Is the company's overall culture empathetic to your needs?

- Strongly agree
- Agree
- Neutral

- Disagree
- Strongly disagree

20. Where do you rate the HPE's Order Management system on a scale from 1 – 10?

1 2 3 4 5 6 7 8 9 10

21. Do you think that the order management process contributes to the overall business?

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly disagree

22. Where do you rate the HPE's employee recognition and compensation programs on a scale of 1 - 10?

1 2 3 4 5 6 7 8 9 10

23. How likely are you to recommend HPE as a great workplace to others?

- Very likely
- Likely
- Neutral
- Unlikely
- Very unlikely.