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# Enterprise Management Systems

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# Agenda

An exploration of Enterprise Management Systems using a simple 5 W's approach and an exploration of the past, present and future of such systems.

## Part 1

- The 5 W's of EMS

## Part 2

- Past
- Present
- Future

# The 5 Ws of EMS

# What: Data Held & Processed in an Organisation

## Size of the organisation

- Small
- Medium
- Large

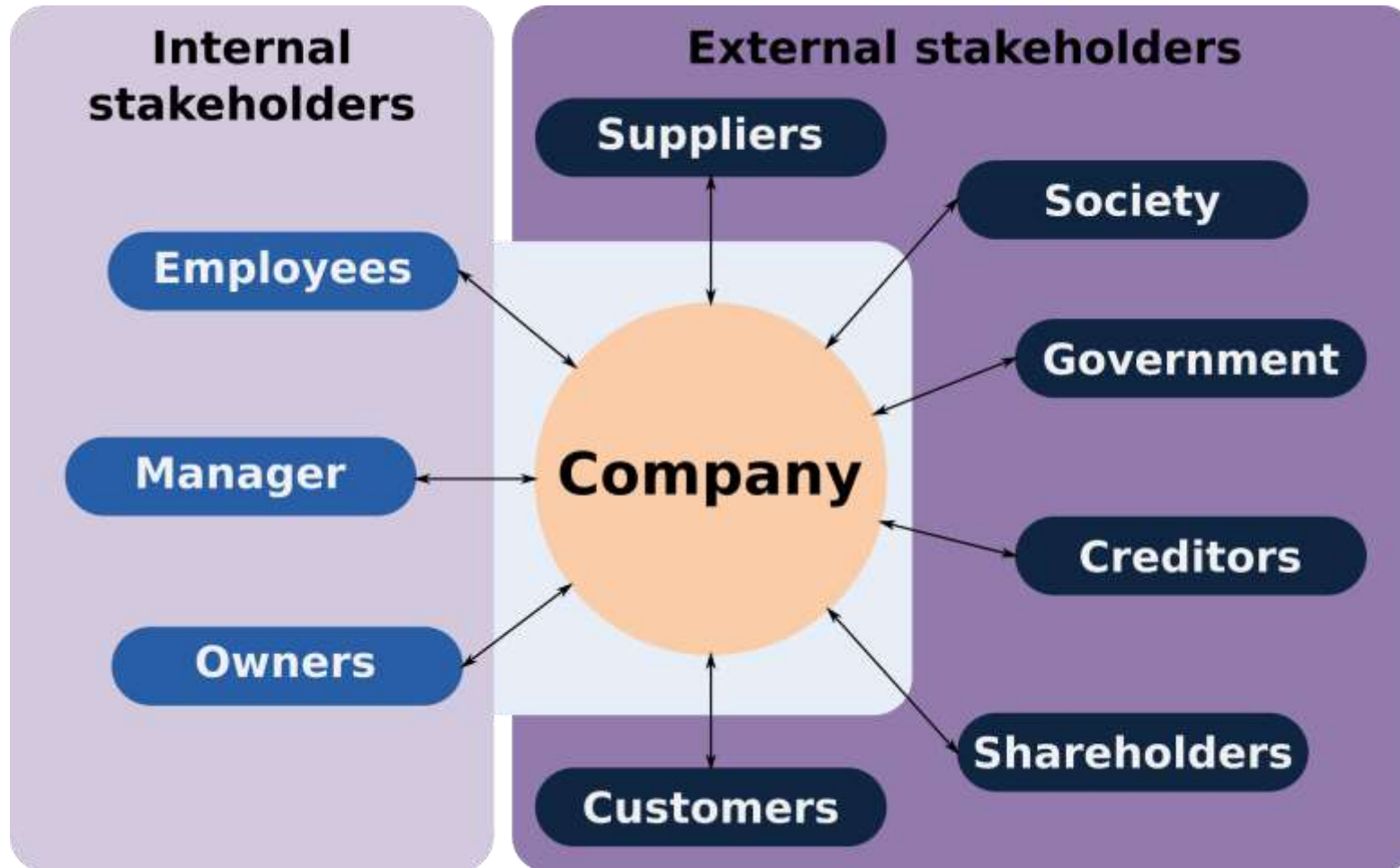
## Types of Data

- Enquiries
- Transactions
- Personal Data
- Operational Data
- Financial Data
- Other organisational records

## Input → Process → Output

Supports a computational, logical mindset for managing information.

# Who: Identification of Stakeholders



# Where: Physical and Digital Activity

## Primary Environment

Digitally Mediated & Automated Systems

- Secure, role-based access to organisational data
- Automated data sharing, reporting, and notifications

## Online Platforms

- Intranet: Internal stakeholder data access (staff, management)
- Extranet: Controlled access for external stakeholders (partners, regulators)
- Internet: Public-facing or open data where appropriate

## Multichannel Access & Communication

Direct Channels

- Email
- Instant messaging
- App notifications

Assisted Channels

- Phone calls
- Text messages
- Postal communication

In-Person

- Face-to-face access to data via meetings, briefings, or service points

Stakeholder access is channel-agnostic, secure, and aligned to role, need, and data sensitivity

# When: Accessing of Organisational Data

## Immediate & On-Demand Access

- Instant access is expected in a digitally connected society
- High levels of convenience are now a baseline expectation

## Anytime, Anywhere

- Access required physically anywhere with an internet connection
- Not limited to traditional working hours

## Out-of-Hours Usage

- Early in the day (before standard business hours)
- Late at night, reflecting flexible and global usage patterns

## Key Expectations

- If stakeholders cannot be serviced instantly, engagement and trust may be lost
- Where instant service is not possible, organisations must:
  - Communicate clear deadlines
  - Meet the dates and commitments given to users

## Implication for Organisations

- Data access systems must be:
  - Always available
  - Reliable
  - Responsive to user expectations

# Why: Value of the Data

## The Heart of Organisational Value

- Organisational data sits at the core of the value delivered to stakeholders
- It enables services, decisions, accountability, and trust

## Answering the “So What?”

- The ‘why’ explains why access to data matters at all
- Data alone has limited value — meaning comes from how it is used

## Value Through I-P-O (Input → Process → Output)

- Input: Stakeholder data, records, transactions, interactions
- Process: Analysis, validation, decision-making, automation
- Output: Services, insights, outcomes, compliance, and actions

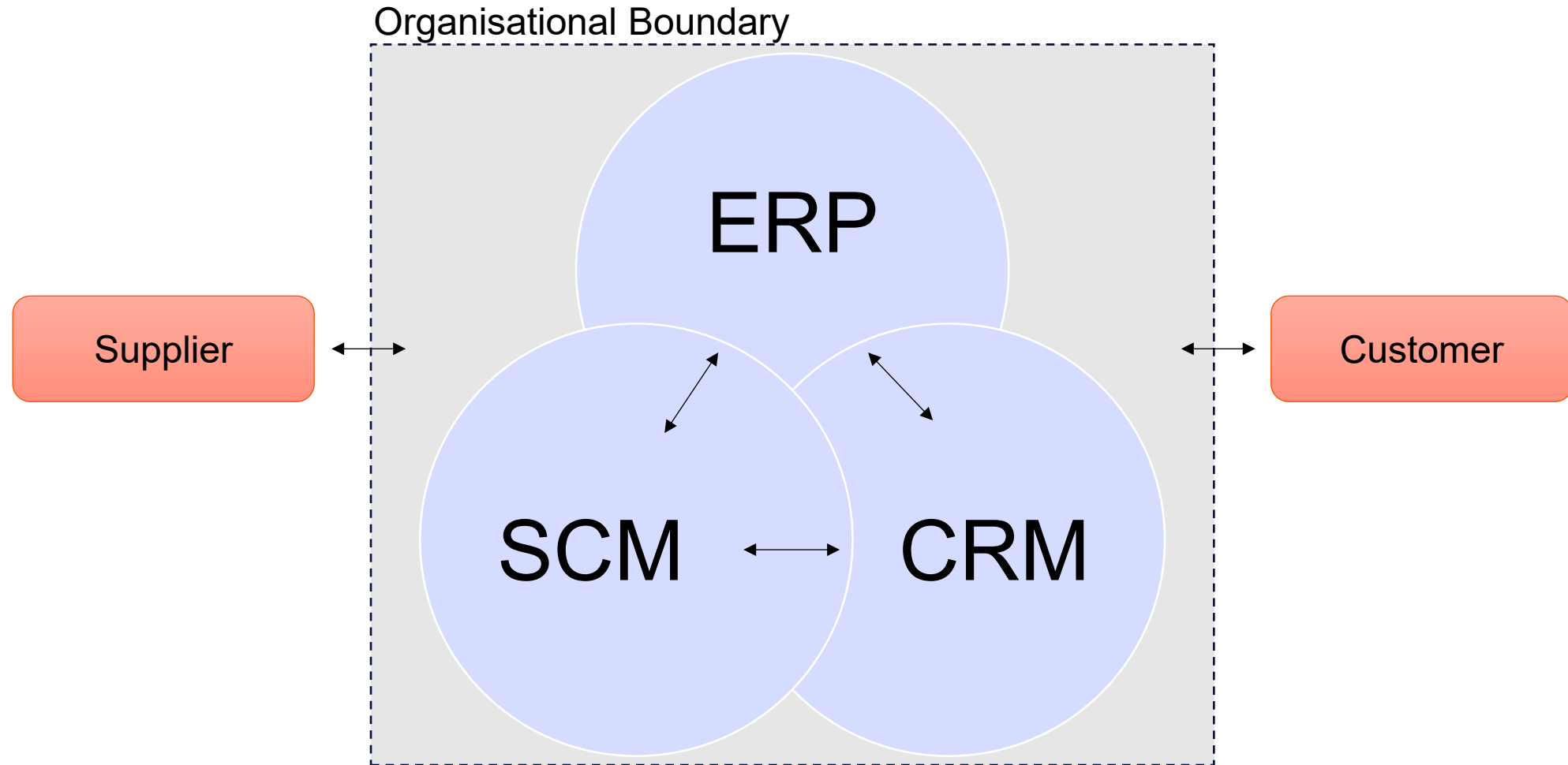
## Where Value Is Created

- The work done on the data is what creates value
- That value is embedded in:
  - Accuracy and reliability
  - Timeliness and insight
  - Decisions enabled and problems solved

## What Stakeholders Pay For

- Not the raw data itself
- But the value recorded through processing and use
- This is what underpins:
  - Trust
  - Engagement
  - Willingness to invest, comply, or participate

# How: Enabling Access to Organisational Data



# EMS Summarised

Enterprise Management Systems (EMS) enable organisations to manage data effectively by addressing the 5 Ws + How:

- **What:** Organisations handle diverse data (personal, financial, operational, transactional) using an Input → Process → Output (IPO) model to turn raw data into meaningful outcomes.
- **Who:** Multiple stakeholders (staff, management, customers, suppliers, regulators) interact with data based on defined roles and responsibilities.
- **Where:** Data is accessed securely across digital platforms (intranet, extranet, internet) and multiple channels (online, assisted, in-person).
- **When:** Stakeholders expect instant, anytime, anywhere access, demanding systems that are reliable, responsive, and always available.
- **Why:** Data creates organisational value only when processed into accurate, timely insights, enabling decisions, services, trust, and accountability.
- **How:** Integrated systems such as ERP, CRM, and SCM operate across organisational boundaries to enable secure access, automation, and value creation.

Ultimately, EMS bring it all together by managing organisational data to deliver value, trust, and effective outcomes for stakeholders.

# The Past, Present and Future of EMS

# Past: Evolution Towards the Use of EMS

Address Book



Filing Cabinet



MS Excel Spreadsheet



MS Access Database



Sales force CRM

# Present: Data Orientated Integrated Systems

## Integrated and Data-Driven

- EMS sit at the core of organisational operations, integrating ERP, CRM, and SCM to provide end-to-end visibility and reduce data silos.

## Always-On Access

- Designed for anytime, anywhere use, supporting remote work and global stakeholders through secure, role-based access across digital platforms.

## Automation and Insight

- Routine processes are automated, while analytics and decision-support tools shift EMS from record-keeping to insight generation.

## Value Creation Focus

- Value comes from processing data, not storing it; delivering accuracy, timeliness, compliance, and informed decision-making.

## Key Tension

- Organisations must balance convenience, security, governance, and compliance.

# Future: Vertically Aligned Digital Ecosystem

The future EMS is the use of a single, intelligent, AI-enabled platform coordinating organisational activity end-to-end.

## Greater System Convergence

Organisations will see increasing convergence across ERP, SCM, and CRM, with fewer standalone systems.

Boundaries between system types continue to blur, reducing complexity and fragmentation.

## Toward a Singular EMS

The future trajectory points toward a single, unified EMS rather than multiple specialised platforms.

Core organisational data, workflows, and processes are managed within one integrated system.

## Platform Evolution in Practice

Major platforms (e.g. Salesforce) already reflect this shift:

- No longer just “CRM”
- Now operate as data processing and workflow management suites

## Acceleration Through Agentic AI

The emergence of agentic AI is accelerating convergence.

EMS will increasingly:

- Automate decisions and actions
- Coordinate workflows independently
- Act as active organisational agents, not passive systems

# Final Summary

EMS have evolved from record-keeping systems into integrated, intelligent platforms at the heart of how organisations create value.

## 1. EMS Are About Managing Value, Not Just Data

- Organisational data only becomes valuable through processing, insight, and outcomes (Input → Process → Output).
- EMS enable accuracy, timeliness, decisions, trust, and accountability for stakeholders.

## 1. EMS Operate in an Always-On, Integrated Environment

- Modern EMS support anytime, anywhere access, across multiple channels and stakeholders.
- ERP, CRM, and SCM are increasingly integrated, reducing silos and enabling end-to-end organisational visibility.

## 1. The Future Is Converged and Intelligent

- EMS are evolving toward fewer systems and greater convergence, ultimately a singular EMS.
- Agentic AI is accelerating this shift, transforming EMS into active platforms that coordinate workflows and decisions.



# Q & A



