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A STUDY ON DESIGNING & EVALUATING THE ROI OF AN ERP-INTEGRATED SUPPLIER SELF- SERVICE PORTAL

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ABSTRACT

In today's hypercompetitive and digitally connected marketplace, organizations are under increasing pressure to optimize their supply chain operations, reduce procurement costs and strengthen supplier relationships. As global supply networks become more complex, fragmented, and data-intensive, the traditional manual or semi-automated methods of managing supplier interactions are no longer sufficient. Email-driven .spreadsheet-based order tracking, and disconnected procurement workflows often lead to inefficiencies such as data inconsistency, delayed order cycles, compliance issues, and increased operational risk. In response to these challenges, many organizations are turning toward ERP-integrated supplier portals centralized online platforms designed to automate, streamline, and enhance collaboration between buyers and suppliers.

Keywords: : hypercompetitive [1], supply chain operations[2], Employee semi-automated[3], Email-driven [4] ERP-integrated supplier [5]