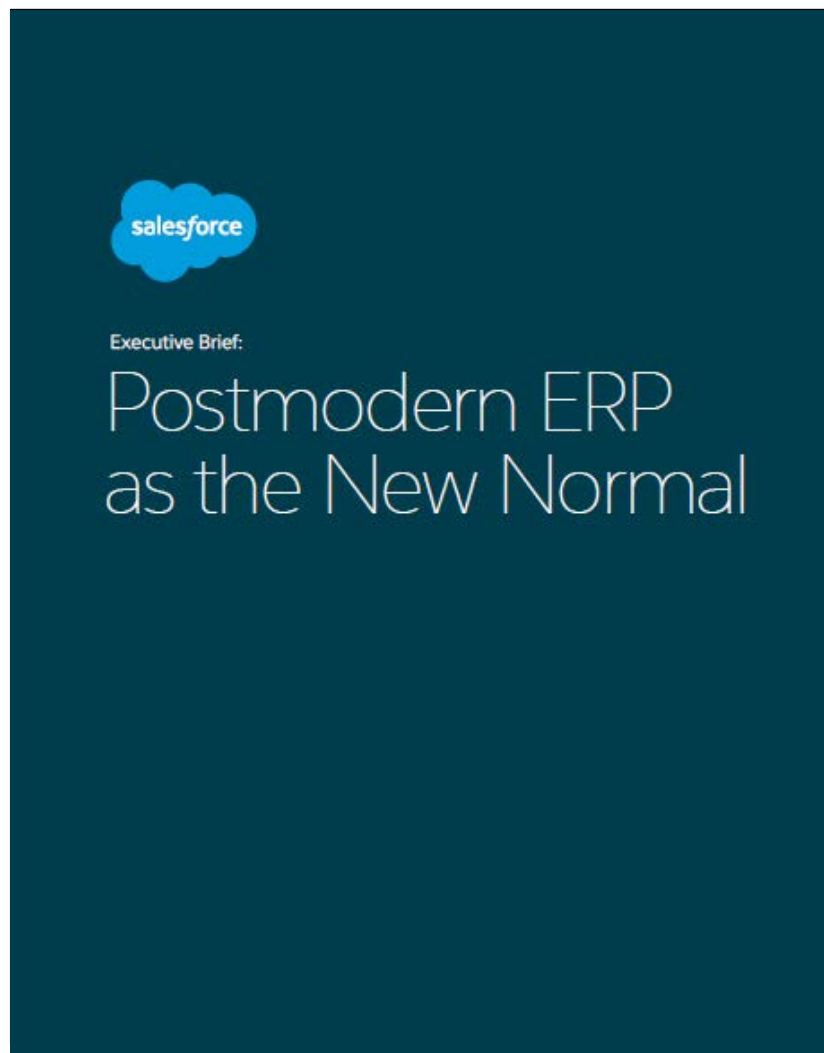**Executive Brief:**

Postmodern ERP as the New Normal

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Transforming Enterprise Resource Planning Systems

The COVID-19 pandemic has given new meaning to 'mission readiness' for government agencies and made a safe, secure, and digitally-oriented workforce even more crucial. As government agencies and military branches adapt to the new environment, they may need to adopt innovative approaches to ensure that employees can access the resources they need to fulfill their duties and achieve mission readiness.

That means Enterprise Resource Planning (ERP) systems – typically at the center of the government's operations – may require major updates to adjust to the changing nature of business. Currently, many government agencies make complex decisions based on data gathered from multiple sources. Employees throughout the government use ERP systems customized to fit their unique mission. The goal of an ERP system is to provide a single comprehensive place for all data required to run a business. However, in practice, many ERP systems are siloed, complex, costly to maintain and not flexible enough to adapt to new business processes.

Not only are agencies limited to the functionality provided by these platforms, but these legacy systems have not necessarily kept pace with evolving expectations to access information anytime and anywhere. Even newer ERP systems do not always provide a positive experience for users, often requiring them to log into multiple, inconsistent systems or to manually complete transactions, view data, or simply collaborate with stakeholders.

Gartner defines Postmodern ERP as "a technology strategy that automates and links administrative and operational business capabilities (such as finance, HR, purchasing, manufacturing and distribution) with appropriate levels of integration that balance the benefits of vendor-delivered integration against business flexibility and agility. This definition highlights that there are two categories of ERP strategy: administrative and operational."

Source:

https://www.gartner.com/en/information-technology/glossary/postmodern-erp

To help government agencies cope with these challenges, industry has advanced the idea of externalizing certain ERP functions and data through the use of more flexible tools and platforms. These updated tools and platforms – deemed Postmodern ERP – help provide governments with the speed and agility they need in these quickly moving times.

Salesforce is one of the companies leading this digital transformation from legacy ERP systems that are no longer keeping pace with modern mission demands to more adaptable systems in order to enable agencies to deliver on their missions faster. This new technology strategy automates and links mission areas like finance, HR, procurement, manufacturing, and distribution with appropriate levels of integration that balance the benefits of vendor-delivered integration against business flexibility and agility. For example, by integrating Salesforce's capabilities, an agency can streamline their operations by implementing mobile case management, intelligent queuing, dynamic and smart workflows, situational location of resources, and self-service capabilities.

Agencies should be able to continue to evolve with agility and innovation without worrying about taking two steps back because of a software upgrade issue. Salesforce delivers numerous innovative features to customers three times a year during seasonal releases: Spring, Summer, and Winter. Salesforce's multitenant, metadata-driven platform provides customers with streamlined, automatic upgrades each release, delivered in real time, without the complexities of traditional ERP systems.

Agencies receive automatic upgrades and system maintenance as part of a subscription service, helping to reduce IT spending and improve operational efficiency.

Streamlining with Postmodern ERP

With a Salesforce Postmodern ERP multi-tenant platform, agencies and systems integrators are enabled to quickly configure and develop the highly-responsive and modern applications they need while utilizing the ERP system data they require. IT managers can design applications to suit their specific needs using clicks – not code – through the user interface, automated workflows, and analytics that provide compelling, interactive visualizations. The platform also includes a variety of programming language supports so developers can code complex apps spanning multiple business processes and deliver them to various mobile devices.

Salesforce capabilities can be deployed rapidly as agencies do not have to procure, install, or maintain servers, storage, networking equipment, security products, or the hardware and software. Agencies can also benefit from a reduced Information Assurance (IA) burden with the help of Salesforce Government Cloud Plus, which maintains a FedRAMP High Provisional-Authority to Operate (ATO), and Salesforce Government Cloud, which maintains a FedRAMP Moderate Agency ATO, along with Department of Defense (DoD) impact level (IL) 4 Provisional Authorizations (PAs).

Supporting Mission Readiness and Efficient Enterprise Business Capabilities

Salesforce is helping governments digitally transform by providing secure, cloud platforms that can increase their flexibility and free up resources to focus on forward-leaning business practices.

As a result of these efficiencies, government agencies that have transitioned to the Salesforce platform can focus on speeding up their application development and delivery processes. This new Postmodern ERP framework is helping to quickly make traditional ERP systems more efficient and responsive for accelerated results and mission success.

About Salesforce

Salesforce transforms government agencies and their industry partners into highly connected, efficient, and productive organizations. The Salesforce Platform accelerates transformation to deploy solutions with a multi-tenant cloud infrastructure that meets security and compliance requirements. To learn more, visit www.salesforce.com/government or call (844) 807-8829 to speak to a government expert

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