Knowledge integration for ERP implementation success

**Challenge**

To identify and prioritise knowledge required for a successful ERP implementation, addressing:
- knowledge identification
- creation, transfer, retention and application of identified knowledge
- knowledge determinants for knowledge management activities
- knowledge prioritisation based on ERP success variables

**Approach**

Through semi-structured interviews with ERP experts and AHP (Analytic Hierarchy Process) based online survey

- knowledge identification
- KM lifecycle: k-creation → k-transfer → k-retention → k-application
- knowledge determinants for each phase of the KM lifecycle

**Benefit**

Knowledge integration for ERP

- knowledge identification and prioritisation
- ERP implementation success