

**ERP Customization**

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Enterprise Resource Planning systems integrate all data and processes of an organization into a unified system. Because of their wide scope of application within a business, ERP software systems are typically complex and usually impose significant changes on staff work practices and also involve the customization of the ERP. ERP customization is a major source of concern for organizations implementing or using ERP systems. Customization has been used to explain implementation failures for years. This paper attempts to answer the question of which types of customization have negative effects and which types of customizations have positive effects.