

A Case Study of Information Systems Implementation in Bosnia and Herzegovina

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Abstract: *In today's world of highly competitive economy with frequent and rapid changes, business managers are faced with an increasing need to make right decisions at the right time. Right information is one of the key resources for high quality business decisions and subsequent business success. Relevant, accurate and timely information is valuable because it can affect behavior, a decision, and an outcome. Thus, business managers need to have access to all the required internal and external up to date information. This access is enabled by modern business information systems. These are ICT based systems that collect; store, preserve, process and deliver needed information to organizational management in order to support their operational, tactical and strategic decision making. They also help organizations to connect with their customers, suppliers and partners involved in their business processes. In short, these systems have become essential when it comes to day-to-day operation, as well as strategic planning and decision making. Given the high importance of information systems in organizations, this study will analyze a case of one system implementation in a real-world company from Bosnia and Herzegovina. In particular, a descriptive method will be applied to examine the characteristics of the company's system and the value of information it provides to its management.*

Keywords: *business information system, implementation, impact, case study.*

