

# Contents

## Introduction of Enterprise Systems

- Key Factors for Successful ERP Implementation: Case Studies  
from Private and Public Organizations in Thailand . . . . . 3  
*Paweena Wanchai*
- Qualitative Analysis of Different ERP Evaluation Models . . . . . 17  
*Christoph Weiss, Manfred Kofler, Johannes Keckeis,  
and Robert Friedemann*

## Business Processes

- A Fact-Based Meta Model for BPMN . . . . . 29  
*Peter Bollen*
- Elicitation of Processes in Business Process Management  
in the Era of Digitization – The Same Techniques as Decades Ago? . . . . . 42  
*Christian Leyh, Katja Bley, and Sebastian Seek*
- Towards Flexible Business Processes by Supporting Self-Organizing  
Groups . . . . . 57  
*Christa Illibauer and Christine Natschläger*

## Production Processes

- Towards Information Management Support in Test and Piloting  
of Complex Mechatronic Systems: An Industry Case Study . . . . . 69  
*Christian Salomon, Rudolf Ramler, Albert Mayrhofer,  
and Gerhard Sperrer*
- Security Aspects and Models in Cooperative Production Processes . . . . . 77  
*Dagmar Auer and Josef Küng*
- A Practical Approach for Process Mining in Production Processes. . . . . 87  
*Christine Natschläger, Felix Kossak, Christian Lettner, Verena Geist,  
Andreas Denkmayr, and Beate Käferböck*

## IT-Trends

- Master Data Quality in the Era of Digitization - Toward Inter-organizational  
Master Data Quality in Value Networks: A Problem Identification . . . . . 99  
*Thomas Schäffer and Christian Leyh*

Towards Differentiating Business Intelligence, Big Data, Data Analytics and Knowledge Discovery . . . . .	114
<i>Nedim Dedić and Clare Stanier</i>	
Significance of Quality 4.0 in Post Merger Process Harmonization . . . . .	123
<i>Irene Schönreiter</i>	
Understanding the Flexibility of Cloud ERP Software . . . . .	135
<i>Dawid Nowak and Karl Kurbel</i>	
<b>Author Index</b> . . . . .	147



<http://www.springer.com/978-3-319-58800-1>

Innovations in Enterprise Information Systems  
Management and Engineering  
5th International Conference, ERP Future 2016 -  
Research, Hagenberg, Austria, November 14, 2016,  
Revised Papers  
Piazolo, F.; Geist, V.; Brehm, L.; Schmidt, R. (Eds.)  
2017, VIII, 147 p. 28 illus., Softcover  
ISBN: 978-3-319-58800-1