

Our ref: RSN06/2018/44/061

5th January, 2018

Mr. Sammy Gathai,
Crystal ERP Limited,
P.O Box 44934-00100,
Westlands Business Park,
Nairobi, Kenya.

Dear Sir,

**RE: OPERATIONAL AUDIT OF CRYSTAL ERP LICENSED TO SALIMOND
FREIGHT SERVICES LIMITED**

Research Solutions Network through the consent of Salimond Freight Services Limited conducted an audit of the ERP you installed about seven years ago. This system analysis covered both the desktop application and its database which forms the ERP licensed to the above mentioned. During the analysis, the ERP was found to have technical inadequacies in both the application and the database, inherent in its development and deployment protocols. Effectively, the following were noted:

1. Accounts Module – This module provides inaccurate reports. It also distorts records such as VAT, dates and impedes additional financial reports mainly in worksheets, customer invoices and factoring. These may be a result of poor algorithmic implementation, data structures or mishaps in coding. As such, the user has several spring files where he does manual entries and records of what the system ought to do within this module.
2. Register Module – This module doesn't automatically generate numbers as it ought to do. Therefore this isn't reflected on all other records within the system. This leads to inaccuracies and distortion of data on all the records that depend on this module within the system.
3. Access to some modules such as Sales, Reports, Banking leads to system bloats and extended runtimes that result in fatal shutdown during use.
4. The system lacks some inbuilt record captures such as export on Clearing module.
5. The system further provides little to no room for input and computation of daily reports. This makes it user unfriendly intensifying the risk of pilferages. It also doesn't generate remissions.

6. The system lacks the requisite protocol or rules on password usage. Though Salimond Freight Services Ltd has several staff, only one person issues passwords to other staff and they cannot update them.
7. The system lacks self timer on when it should be accessible or not. As such, it stands accessible all time, all day. This poses a huge risk of cyber attack - infiltration or hacking by any malicious parties.
8. The system needs additional Quotation Module so that it can effectively capture, track any expenses incurred and turn them into invoices.
9. The system also needs additional modules to ensure full automation from the time a client requests a service to the time the business is completed. It should also capture information of other stakeholders in the business. The reporting tools should include forecasting, time series, z-scores and regression in texts, graphical and tubular formats for direct business analysis. These should also be staff leaves, reporting and break sections.
10. In undertaking the above, there will be need to reconfigure certain components of the database as well as create new tables and queries in the database.

Conclusion

The operational efficiency of Crystal ERP licensed to the above user is very friable. The system leads to waste of time on core business hours and financial resources as well as application of manual work. The UI opens way too many windows on a single click, blurring its usability. Its timer design also poses the risk of attack. To carry out the above, there will be need to redevelop almost all the modules that make up the ERP to address any arising technical gaps. As such, there should be Exploratory and Confirmatory system requirements analyses as well as comprehensive user training.

Kindly let us know if you can address all these identified gaps and the time frame in which you can do it or otherwise.

Yours Sincerely,



Collins Park

CTO, Research Solutions Network