Solution development

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**Introduction**

Solution development is regarded as the process of making decision on the best way to offer satisfy requirement on the management of an organization (Patterson, 2015). It is used to solve a problem within an organization to improve organizational performance. In this case, the problem of logistic, which affects the delivery of the product to customers, is the main concern of an organization which needs to be addressed. The delivery of products to customers is a critical aspect, which affects the performance of a company. Without solving poor delivery service, the rating of the company would decrease and therefore, it is likely to affect the market share and profitability of the company.

However, the best strategic method to address the problem would include the implementation of Enterprise resource planning (ERP) software. In addition, the implementation of ERP requires the collection and analysis of data related to the activities of the company (Patterson, 2015). The data will be collected from logistic, customer service, payment and other relevant departments for effective implementation of the system. The implementation of ERP software to be done in phases to ensure it covers all the departments of the organization to improve service delivery to customers. ERP provides a platform where customers can order for products and track the delivery using a tracking number generated to limit the delay of delivery of products. This therefore, would solve the problem of payment and help the organization to collect data related to customers. The implementation of ERP to allow the organization to understand interest, likes and other activities which can help in improving service delivery to customers.

The implementation of ERP cannot be done without facing some bottlenecks and therefore, the resistance to change, lack of finances and insufficient data are some of the bottlenecks an organization is likely to face. The top managers, supplier and other employees benefiting from the current system are likely to oppose the implementation of ERP to the company.