

EU Danube Region Strategy

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NextGen ERP

Digital Innovation Hub (DIH) ONEX, Bosnia and Herzegovina



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DANUBE REGION
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Basics

NextGen ERP



Acronym: NextGen ERP

Name: NextGen ERP: Tailored Digital Solutions for Growing Industrial SMEs - Development and Implementation of ERP System

Country: Bosnia and Herzegovina

Scoring: 41/50

Project Coordinator:



Digital Innovation Hub (DIH) ONEX



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Key Project Data:



2023-2024 - platform and network ongoing



60,000 EUR

Funded by the EBRD's Go Digital programme

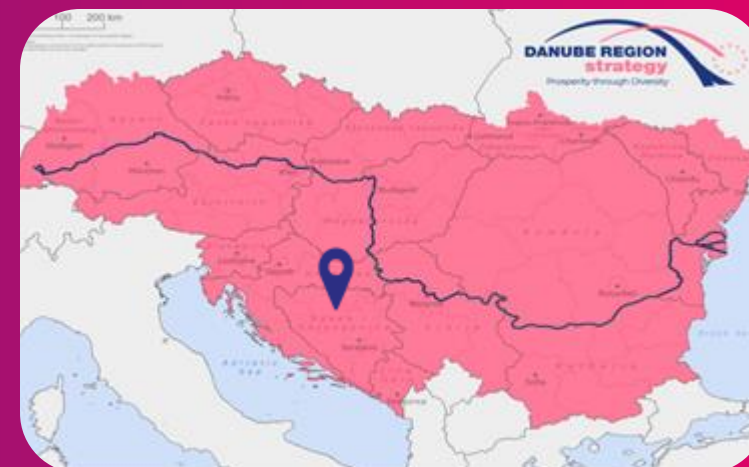
Consortium:

European Bank for Reconstruction and Development (EBRD)

Pecic Kommerce d.o.o.

DSD Projekt d.o.o.

Velmainex d.o.o.



About the project

The **NextGen ERP (Enterprise resource planning) project** (Development and Implementation of ERP System project) is a joint initiative, aiming to create a **scalable and adaptable system** that can be tailored to the **specific needs of various industrial SMEs**. This cooperative model not only improved the competitiveness of participating companies but also contributed to the creation of a reusable digital solution for the wider SME community.

The main objectives included:

- **Digitalizing and automating core business processes** such as finance, procurement, inventory, and HR management
- **Reducing reliance on fragmented legacy systems** by integrating all operations into one unified platform
- **Enhancing data transparency and decision-making** through real-time analytics and centralized data flow
- **Creating a cost-effective, scalable solution** that could serve as a model for other SMEs in the region

NextGen ERP



INNOVATIVE

NextGen ERP introduces a **collaborative SME-driven approach to ERP development**, rather than relying on off-the-shelf or top-down solutions. This bottom-up innovation model allows companies from different industries to co-create a practical, adaptable digital solution that meets real operational needs.



SUSTAINABLE

The project promotes **long-term digital transformation** by not only delivering a working solution but also investing in skills development, training, and change management within the participating companies.



SCALABLE

The project applied a **replicable and scalable development process and shared cost model**. By demonstrating how SMEs can jointly develop and benefit from a shared digital tool, the project serves as a blueprint for collective innovation in other regions.



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Methodology

The project Development and Implementation of the ERP System applied a collaborative, user-driven, and iterative methodology to ensure that the final ERP solution addressed the real needs of SMEs. The approach combined elements of Agile project management, design thinking, and business process reengineering (BPR):

→ This structured yet flexible methodology ensured a tailored, high-impact ERP solution with strong buy-in from all partners.

Comprehensive needs assessment and process mapping phase

DIH ONEX facilitated structured workshops with its three partner companies to define:

- operational pain points
- digitalization priorities

Iterative ERP development process

Focus ERP software development:

- Built ERP in modular units
- Tested in cycles and refined via user feedback
- Using agile sprints for quick adjustments
- Applied BPR to optimize workflows pre-digitalization

Capacity building, Evaluation and Performance monitoring

- Structured training sessions and mentoring
- Ensure smooth adoption and long-term usage
- Identify improvement opportunities

Work packages

The Development and Implementation of ERP System project was structured around several key activities designed to ensure the successful creation of a scalable and modular ERP solution tailored for SMEs. One of the most interesting aspects of the project was its **collaborative approach**, where three companies from different sectors—Pecic Kommerce d.o.o., DSD Projekt d.o.o., and Velmainex d.o.o.—**jointly contributed to the definition of functional requirements, reflecting diverse operational needs**. This unique model allowed the development of a **versatile ERP base platform** that could be later **customized for various industrial applications**.

The project was structured around 5 work packages:



Impact and Results

The Development and Implementation of ERP System project has generated significant impact, both for the participating companies and for the broader SME ecosystem in the region:

| Pilot users/participating companies | SME ecosystem |
|--|---|
| Improvement in workflow efficiency, data management, and internal coordination | Creation of a reusable and adaptable ERP base model → can be further customized for other SMEs in various industries |
| Better inventory and financial control | ERP system as a valuable resource for the local business community |
| Enhancement of internal communication | Contribution to regional digital transformation goals |
| Reduction of administrative workload and minimization of errors | DIH ONEX showcases a sustainable innovation model → Co-investing of multiple SMEs lowers costs, increases usability, and boosts overall competitiveness. |
| Real-time access to critical business data → faster and more informed decision-making | Demonstration of how coordinated support can accelerate SME modernization → Strengthening of the local innovation ecosystem |

Review

During the Development and Implementation of ERP System project , valuable insights have been gained that can be used as tips for future replications and for other projects:

- It is important to involve users from the very start
- Localized customization of digital tools is needed
- Combination of financial support with expert facilitation

→ The project stands as a successful example of how targeted digital transformation efforts can strengthen SME competitiveness and foster sustainable innovation in the Danube region.

