3. What were the early adaptation challenges for CRM deployment?

4. Can you comment on frequent crashes faced by ACT! Solution?

5. As a manager what steps would you take in such situation when data crashes are experienced?

Q 2- Solve any two Questions (10 Marks)

1. Explain the concept of 'Data Collaboration' with appropriate business applications?

2. Write a short note on Enterprise Resource planning (ERP) systems. What are the drawbacks of ERP against CRM systems?

1. Explain the hybrid storage practices with application named 'Symform'.

Q 3 - Solve any two Question (10 Marks)

1. Explain the terminology of 'Business Intelligence' using Roambi Analytics (or any application of your choice).

2. Explain 'Artificial intelligence' as Information Systems application with an Appropriate Example.

3. Explain the Concept of 'Remote Access' using Appropriate Example. You can draw a schematic/block diagram if required.

Q 4. Solve following Questions (20 Marks)

1. Write a short note on 'Digital Ecosystem' and its benefits to the consumers and businesses. Use any example of your choice.

2. What is the concept of 'Virtual Office' and how it can be set up using Internet?

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