Planning for E-business
The planning stage touches everything. It relies on inputs from the external as well as internal environments and sets its sights on building a usable, shareable and scalable database. The database and the IT department are two reliably present entities in each of the e-business components to follow.
Enterprise Management or ERP
ERP is concerned mostly with the organization itself, although it often provides a communication conduit between the enterprise and external partners. ERP provides the infrastructure that connects the supply chain system and customer management system, and so its central database is drawn upon by all departments within the organization.
Supply Chain Management
The supply chain spans the processes from the suppliers to the customer. If it is a physical supply chain, it is concerned with the manufacturing process from the e-procurement of raw materials, to the automation of the build to the management of inventory, to the delivery and aftermarket service to the customer and finally to the handling of financial settlement between the company and its suppliers and between the company and its customers. If it is an information supply chain, the process includes the determination of information needs, information creation and storage, distribution through various media such as email or web pages, and financial settlement between the company and its service providers.
Customer Relationship Management or CRM

CRM is two-pronged. It can mean the CRM software that automates customer service activities such as shopping carts, the recommendation of products based on previous purchases, email autoresponders, self-service product spec and ordering, order tracking or interactive chat or blogging. It can also mean anticipatory customer relationship management through the passive posting of maps, directions, hours of operation, frequently asked questions or seeing to it that a site is tested for accessibility and usability.