Part Three examines the core information system applications businesses are using today to improve operational excellence and decision making. These applications include enterprise systems; systems for supply chain management, customer relationship management, collaboration, and knowledge management; e-commerce applications; and decision-support systems. This part answers questions such as: How can enterprise applications improve business performance? How do firms use e-commerce to extend the reach of their businesses? How can systems improve collaboration and decision making and help companies make better use of their knowledge assets?