Current generation of ERP systems are often criticized for being too monolithic and not being agile enough to sustain the rapid change of business pace in the SME business environment. Furthermore, their high acquisition and implementation costs put them well beyond the means of most SMEs. However, the potential of this huge market has attracted a lot of attention from major players in the ERP market.

Third generation ERP (3gERP) systems are the next generation of ERPs that are expected to be comprehensively built to offer the kind of agility required in the SME environment, yet inexpensive as to be implemented at a fraction of the cost of current systems. However, the informal and unpredictable nature of the SME environment, coupled with their ubiquity and heterogeneity pose a huge challenge to properly identifying and collecting their business requirements. Current requirement engineering techniques are also deemed as too generic.

The 3gERP project is an industry-academia strategic collaborative research project that is tasked with investigating ways of specifying requirements for future 3gERPs by laying the academic and market foundation for developing standardized, yet highly flexible and configurable global ERP systems for SMEs. The purpose of this research thesis is to investigate ways in which stakeholders in the ERP domain can collaborate in the engineering of business requirements for SMEs, which will lead to better prediction of requirement and systems that are more in tune with their current and future realities.

Key words: ERP systems, Requirements engineering, Mass collaboration, Web2.0, SMEs