

The objective of this thesis is to study the concept of software confederations (networks of independent applications, NIA) orientated on its utilization in the field of customer relationship management (CRM) and the enterprise information systems. The opening chapters of the thesis specify the meaning of CRM, present the evolvement of CRM systems and clarify their internal structure and provided features. The insight into the CRM subject terminates with extensive survey of CRM systems which are being sold within the Czech Republic. The following chapters explain the conception of NIA and evaluate advantages and disadvantages of contemporary technologies for building NIA. The equivalence between NIA and SOA-based solutions is recognized. The final chapters discuss the specific limitations and possible benefits of NIA in the CRM fields.