

2008 ERP Report Part Two – Topline Results

The report was conducted by Panorama Consulting Group via online polling and was supplemented with qualitative data gathered from focus group interviews with a sample of survey respondents. Information was collected from December 2005 to November 2008. The 670 participants represent global organizations that have implemented ERP within the last three years.

Participants were asked to provide quantitative and qualitative responses to questions about their experiences with Tier I (SAP, Oracle, Microsoft, etc.) and Tier II (Baan, Epicor, Exact, IFS, Infor, Lawson, Netsuite, Sage, etc.) ERP implementations.

The majority of companies (77 percent) adopted Tier I ERP software.

Q. Which ERP vendor did you select?

SAP: 35 percent
Oracle: 28 percent
Microsoft: 14 percent
Tier II: 23 percent

Tier I and Tier II ERP implementations take similar times to implement.

Q. How long did it take to fully implement your ERP solution?

SAP: 20 months
Oracle: 18.6 months
Microsoft: 18 months
Tier II: 17.8 months
Total Average: 19.8 months

The average cost of implementing Tier I SAP and Oracle ERP software is significantly greater than the average cost of implementing Tier I Microsoft or Tier II ERP software.

Q. What was the total cost of your ERP implementation?

SAP: \$16.8 million
Oracle: \$12.6 million
Microsoft: \$2.6 million
Tier II: \$3.5 million
Total Average: \$8.5 million

Companies report the most satisfaction with Tier I SAP and Tier II ERP software.

Q. Overall, how satisfied is your executive team with its ERP solution? Overall, how satisfied are employees with the chosen ERP solution? (Note: The satisfaction metric was calculated by averaging the average responses to the two questions.)

SAP: 73 percent

Oracle: 62 percent

Microsoft: 69 percent

Tier II: 70 percent

Total Average: 67 percent

ERP Software Vendor Profiles (Note: All figures are averaged.)**SAP**

Duration: 20 months

Cost of implementation: \$16.8 million

Overall satisfaction: 73 percent

Business risk factor: 50 percent*

Oracle

Duration: 18 months

Cost of implementation: \$12.6 million

Overall satisfaction: 62 percent

Business risk factor: 56.9 percent

Microsoft

Duration: 18 months

Cost of implementation: \$2.6 million

Overall satisfaction: 69 percent

Business risk factor: 57.7 percent

Tier II

Duration: 17.8 months

Cost of implementation: \$3.5 million

Overall satisfaction: 70 percent

Business risk factor: 61.8 percent

Total Average

Duration: 19.8 months

Cost of implementation: \$8.5 million

Overall satisfaction: 67 percent

Business risk factor: 54 percent

* Business risk factor was calculated by responses to the statement: "Our company experienced operational stoppages or disruptions immediately following go-live."