

Survey Underlines The Expectations Businesses Have From ERP Solution Providers

Contributed by Anand Srinivasan

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A growing number of industry leaders are gaining confidence in the capability of ERP to operate in the mobile, social and cloud environments. This is one of the key takeaways of a recent ERP study organized by Epicor , one of the leading ERP solutions provider. The study, conducted by Redshift Research Ltd. on behalf of Epicor, was compiled through interviews with nearly 1500 business professionals from close to ten countries. Here are some of the salient notes from the survey.

Criticality Of ERP To Business : Nearly 80% of the respondents agree that ERP is extremely critical to the performance of their business. However, not everyone is satisfied. Close to a half of the respondents believed that the level of performance offered by their ERP solution provider was 'adequate' or 'basic'.

Driver Of ERP Investments : It is clear from the survey that one of the biggest drivers of investments in ERP is the organizational need for greater responsiveness. 30% of the respondents agree that responsiveness was critical to the business agility and growth of their organizations and ERP investments played a critical role in this area.

Desire For Greater Efficiency : Many respondents believe that their current ERP solution does not provide results with the speed and efficiency that they would desire . 35% of the people surveyed conceded that it often takes a long time for them to retrieve the information that they need from their ERP. Furthermore, close to 48% noted that ERP systems needed to be made simpler in order to be used by everyone in the organization. Only 9% feel current ERP systems are simple enough. On the other hand 22% felt their current ERP systems were quite complex.

Importance Of Mobile ERP : More and more businesses have come to realize the importance of mobility at work. Over 65% of the surveyed business professionals felt mobility was important to enable access to information and support communication for virtual workers. Interestingly, less than half of the businesses had any form of remote access to their ERP system. Also, just 25% of the businesses offered their ERP to be accessed via a smartphone or tablet PC. The desire for remote communication is evident in the fact that over 43% of the respondents thought ERP access over smartphone was required while the corresponding figure for tablet PC was 38%.

Cloud ERP Is Hot : With the increasing popularity of cloud ERP solutions like NetSuite SaaS services , Epicor and Infor , legacy ERP solutions like SAP and Oracle are taking the backseat. The study found that close to 64% of the respondents favored a cloud implementation of their ERP. In contrast, just 20% preferred a legacy on-premise ERP service. An interesting point to note is that while there was overwhelming preference for cloud solutions, businesses however want freedom and flexibility while choosing the mode of deployment – be it on-premise or cloud (private, public or hybrid cloud deployments).

Emerging Countries Have Greater Commitment Towards Mobile ERP : The study found that emerging countries like China and Mexico have shown a greater commitment towards making use of technology to improve their efficiency and competence. Nearly 80% of Chinese businesses surveyed had mobile ERP access. On the other hand, less than 44% American and 64% Finnish businesses did not offer mobile ERP to their employees.