

New Strategies in Enterprise Resource Planning

LeanSwift

Summary Results | June 2017

Survey Summary

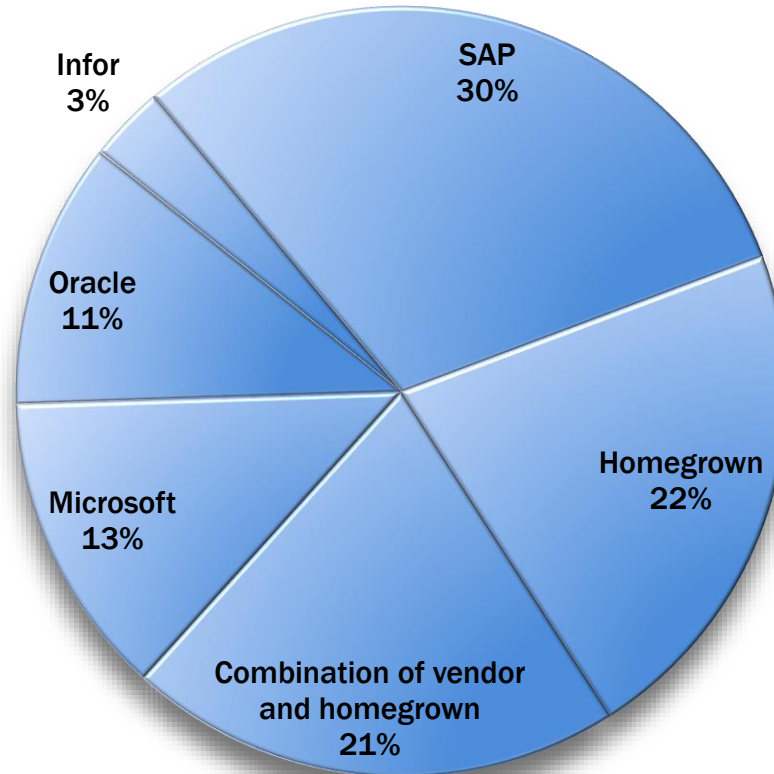
- ▶ **Between February and June 2017, Gatepoint Research invited selected executives to participate in a survey themed New Strategies in Enterprise Resource Planning.**
- ▶ **Candidates were invited via email and 100 executives have participated to date.**
- ▶ **Management levels represented are predominantly IT and Operations decision makers: 15% hold the title CxO, 17% are VPs, 39% are Directors and 29% are Managers.**
- ▶ **Survey participants represent firms from a wide variety of industries including healthcare; general, primary, and high tech manufacturing; wholesale and retail trade; business and financial services; utilities; and transportation.**
- ▶ **Responders work for firms with a wide range of revenue levels:**
 - **29% work in Fortune 1000 companies with revenues over \$1.5 billion;**
 - **10% work in Large firms whose revenues are between \$500 million and \$1.5 billion;**
 - **9% work in Mid-Market firms with \$250 million to \$500 million in revenues;**
 - **52% work in Small companies with less than \$250 million in revenues.**
- ▶ **100% of responders participated voluntarily; none were engaged using telemarketing.**

Executive Overview

Enterprise Resource Planning software can optimize many critical aspects of a company – supply chain management, core processes, product innovation, manufacturing strategies. But the structure of companies (and their information flow) changes as markets and technologies evolve. How are organizations evolving their ERP systems to keep up? This survey asks respondents to report:

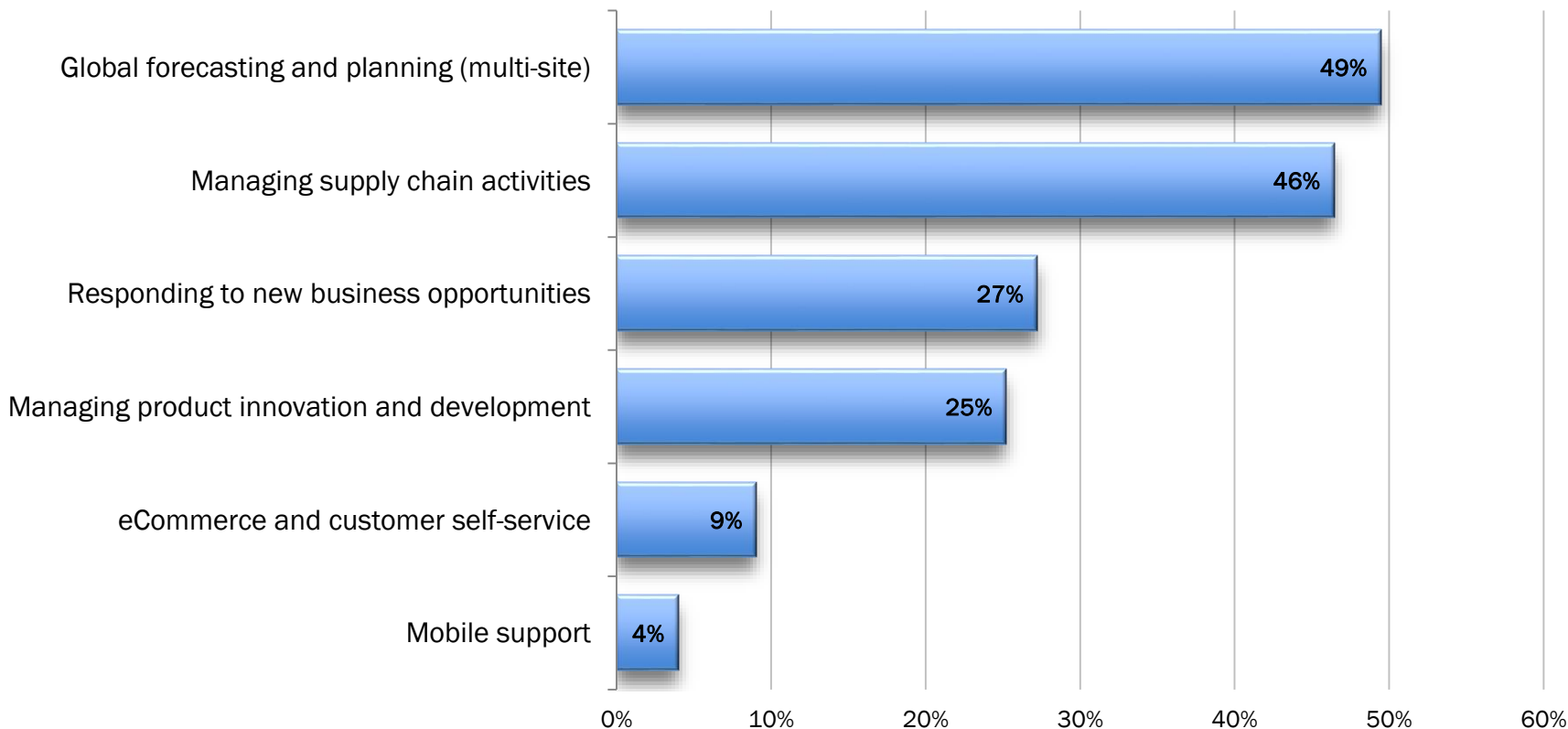
- ▶ What ERP/supply chain systems do they use now?
- ▶ What business challenges do they face? Are their ERP systems going to be able to keep up with changes?
- ▶ Why would they replace or upgrade their current system? Who would make that decision? What improvements would they like to see in their information management capabilities?
- ▶ Do they plan to move to a cloud-based system?
- ▶ If there was one key change they could make to their current system to make it more productive, what would it be?

What is your ERP/supply chain system?



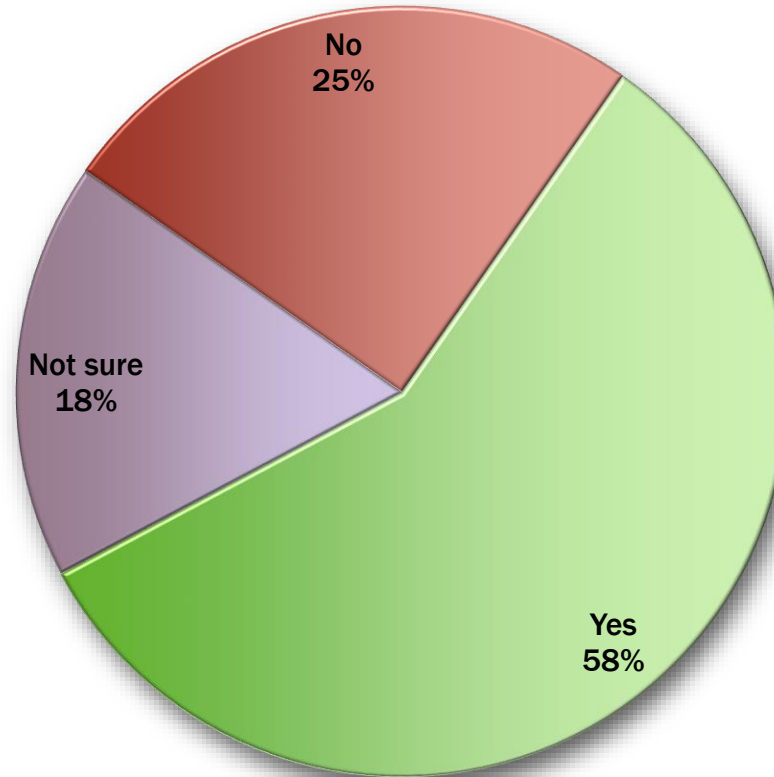
43% of respondents have homegrown ERP/supply chain systems, but 21% combine their homegrown system with a vendor.

What are your most pressing business challenges?



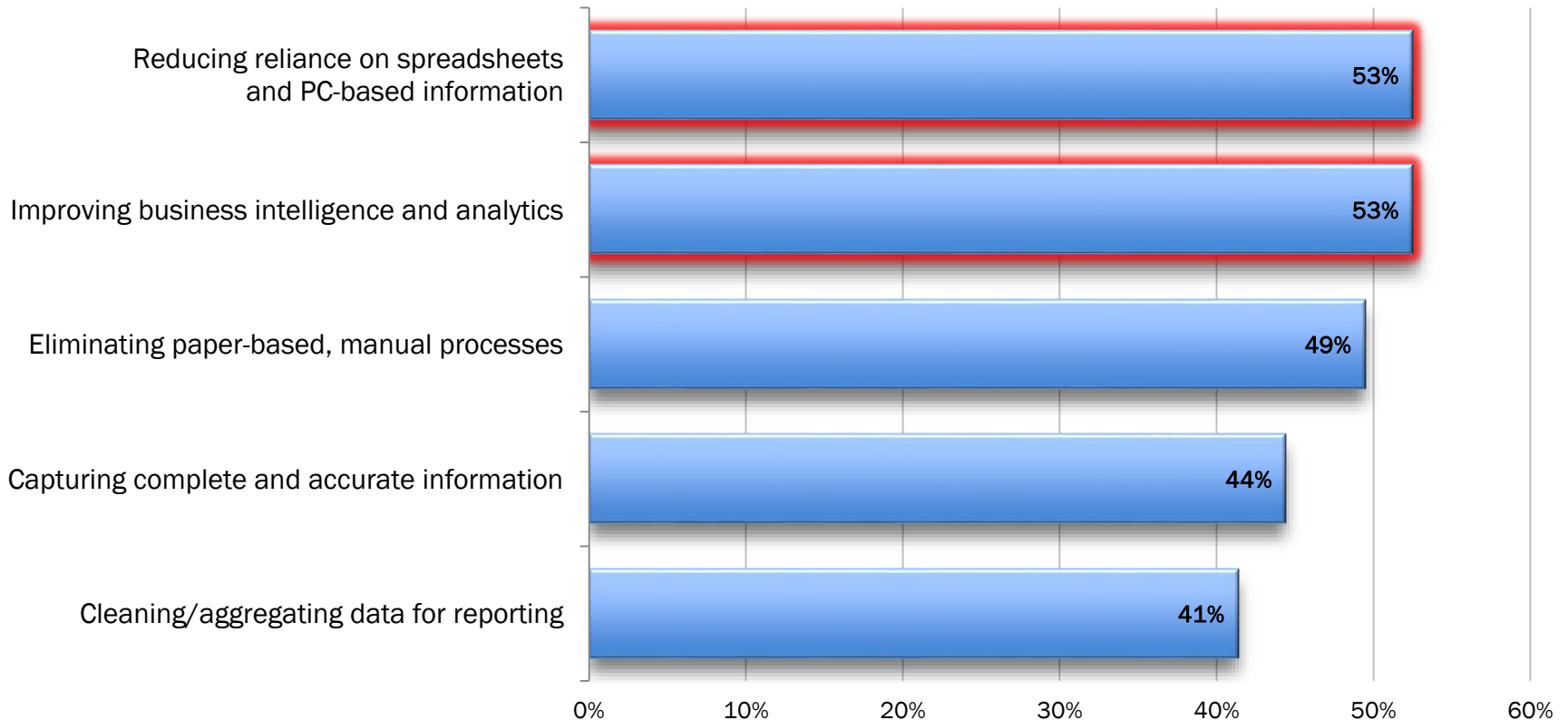
Survey respondents reveal that two current business challenges outstrip all others: global forecasting (49%) and managing supply chains (46%).

Is your ERP system capable of meeting your expected needs in the next 12 months?



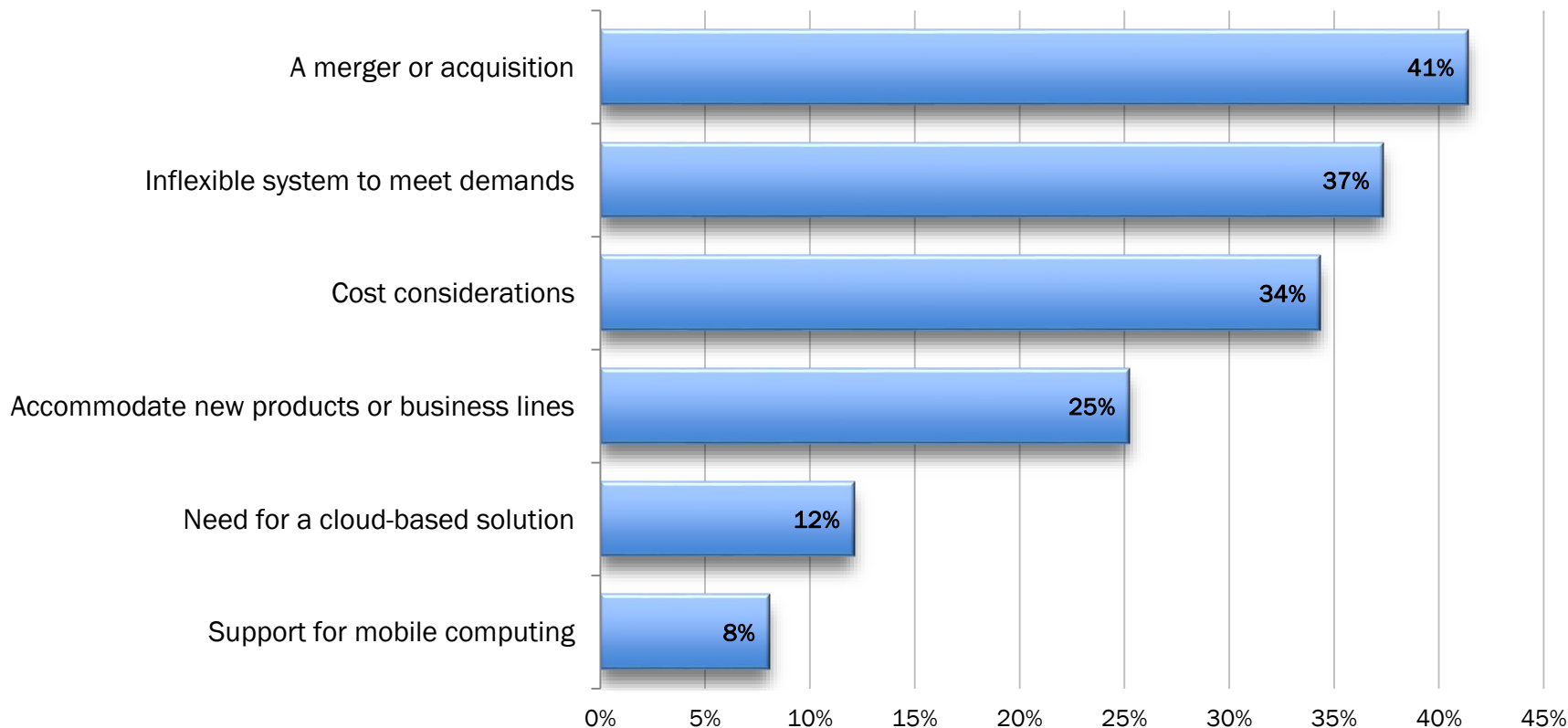
Fully one quarter of respondents are sure their ERP systems will be inadequate to meet demands within a year, and another 18% are doubtful.

Where do you see a need for improvement in your information management capabilities?



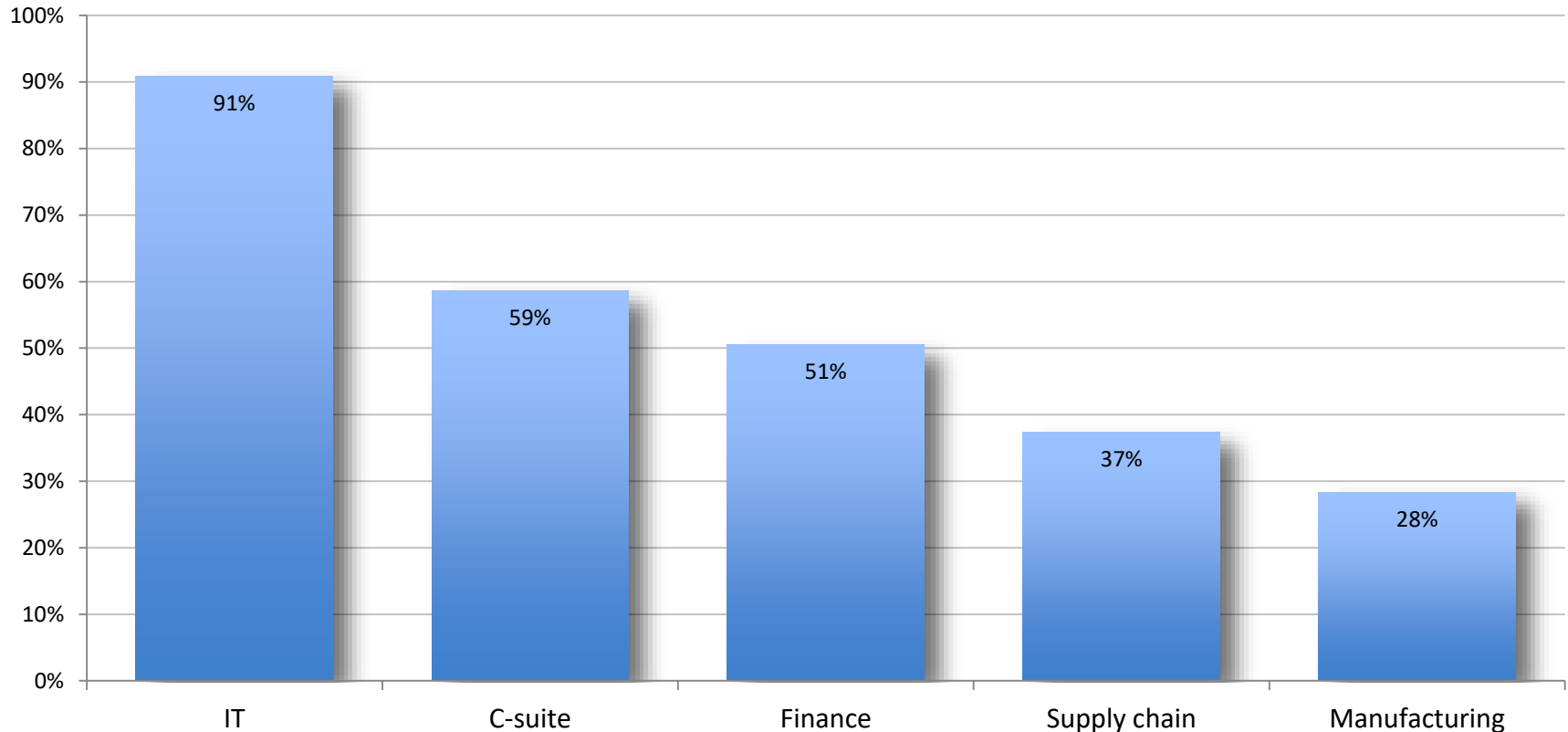
Over half of respondents want their information management to reduce their reliance on the limited capabilities of spreadsheet and PC-based systems, and improve their business intelligence and analytics.

Why would you change your ERP system?



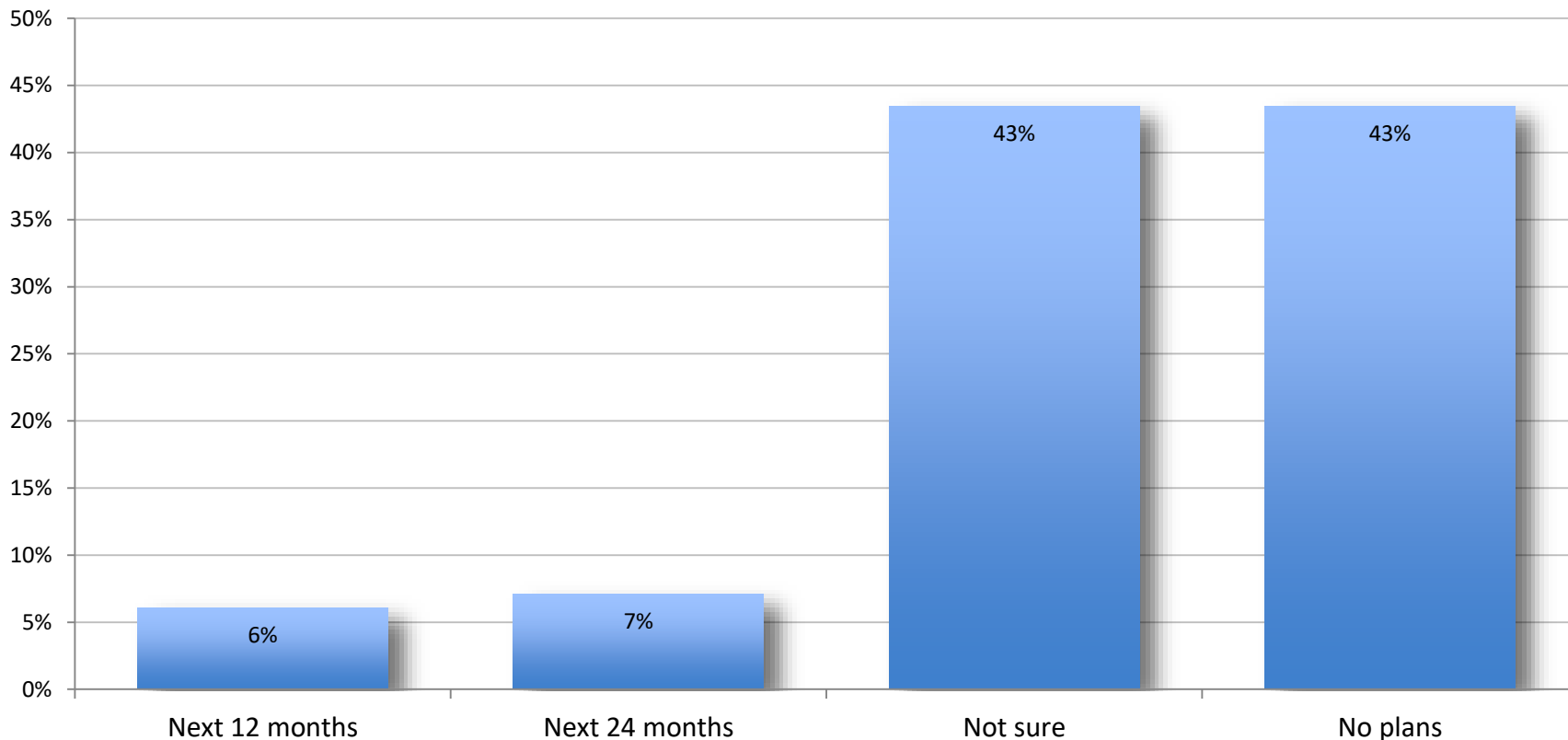
Respondents admit the most likely reason to change an ERP system is because of a merger or acquisition (41%), followed closely by replacement of a system that can't meet demand (37%) or an upgrade that lowers costs (34%).

Who are the decision-maker(s) when major changes are made to your ERP system?



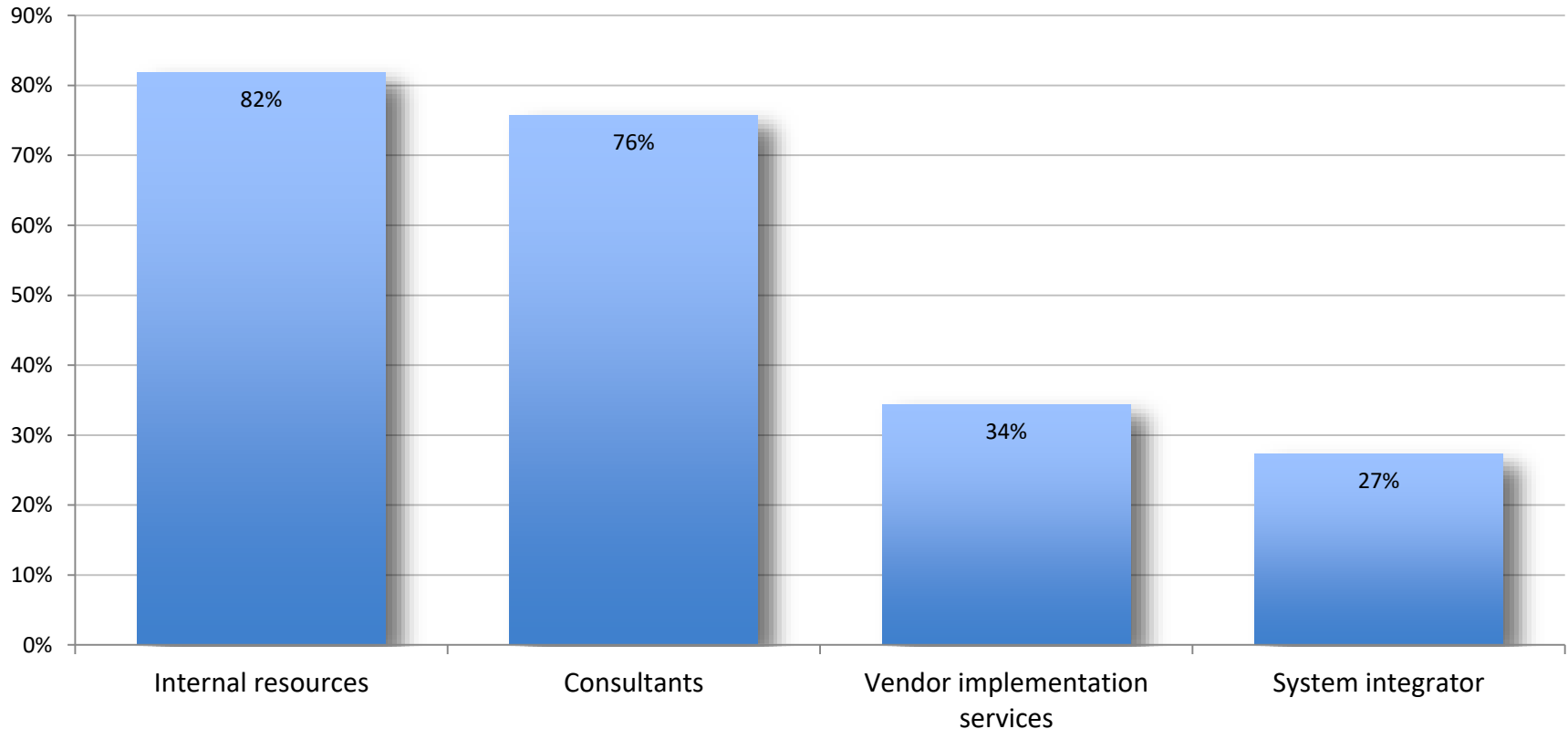
Overwhelmingly, IT departments are surveyed organizations' chief decision-makers when it comes to modifying IT systems.

When will you move to a cloud-based solution?



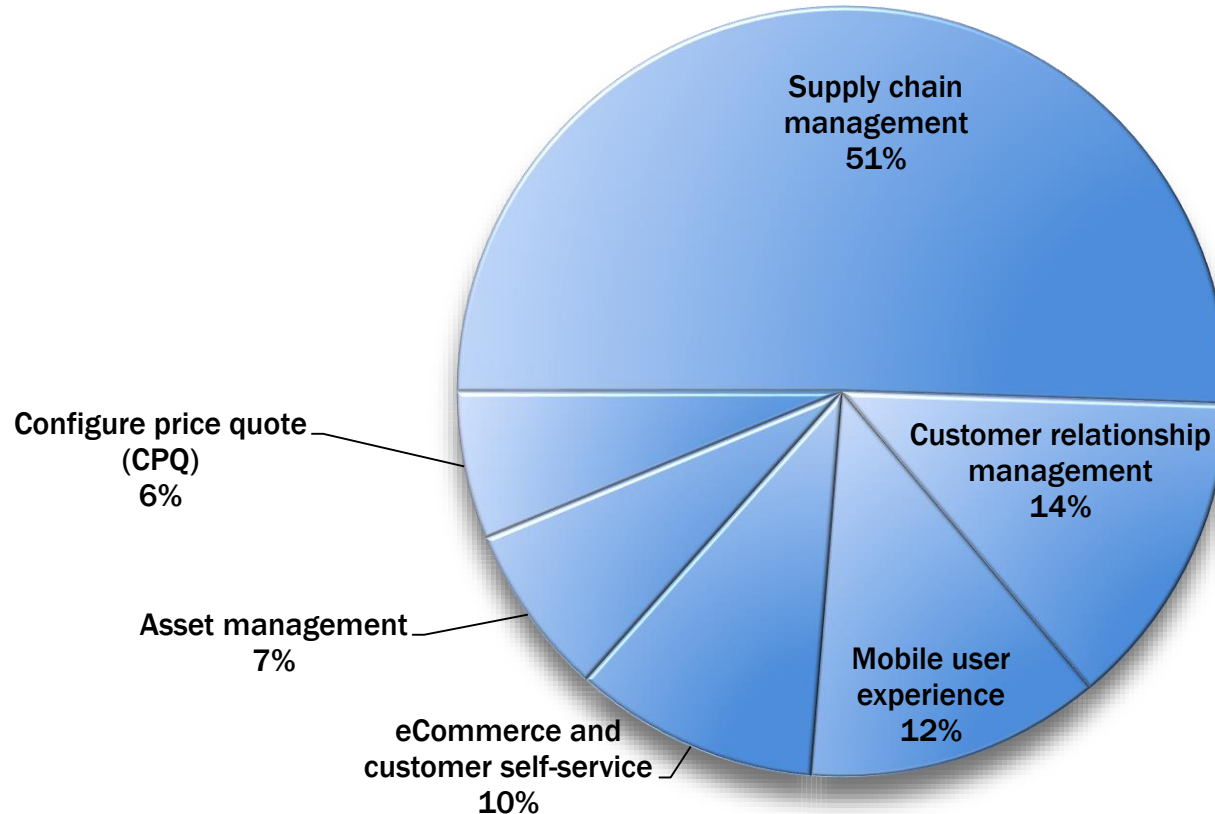
Though 13% of respondents plan to move to a cloud-based solution within the next two years, many are unsure (43%) or have no plans to migrate (43%).

When implementing a new ERP system, how do you do it?



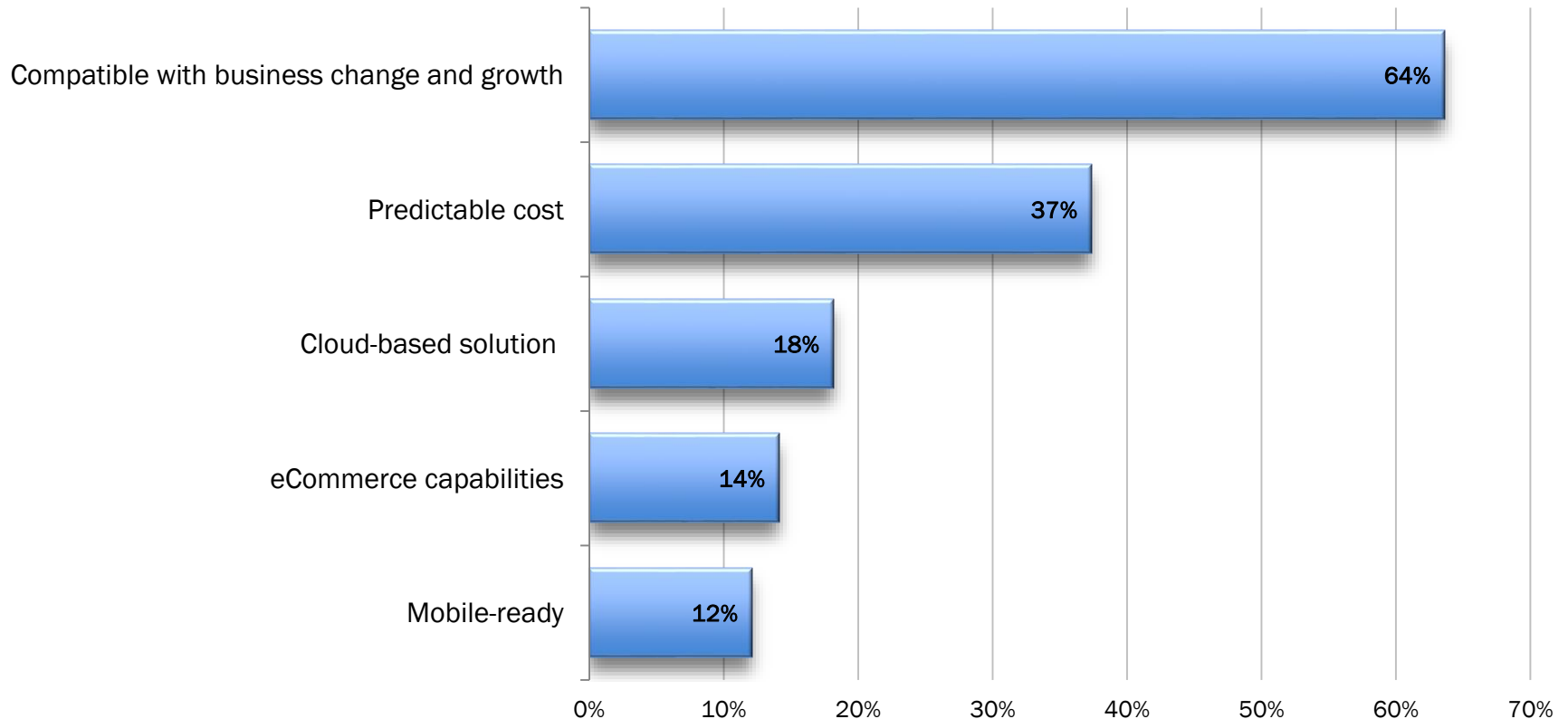
Most of those surveyed use a combination of internal resources and consultants to implement new ERP systems.

If you could add or replace one key component to make your existing system more productive, what would it be?



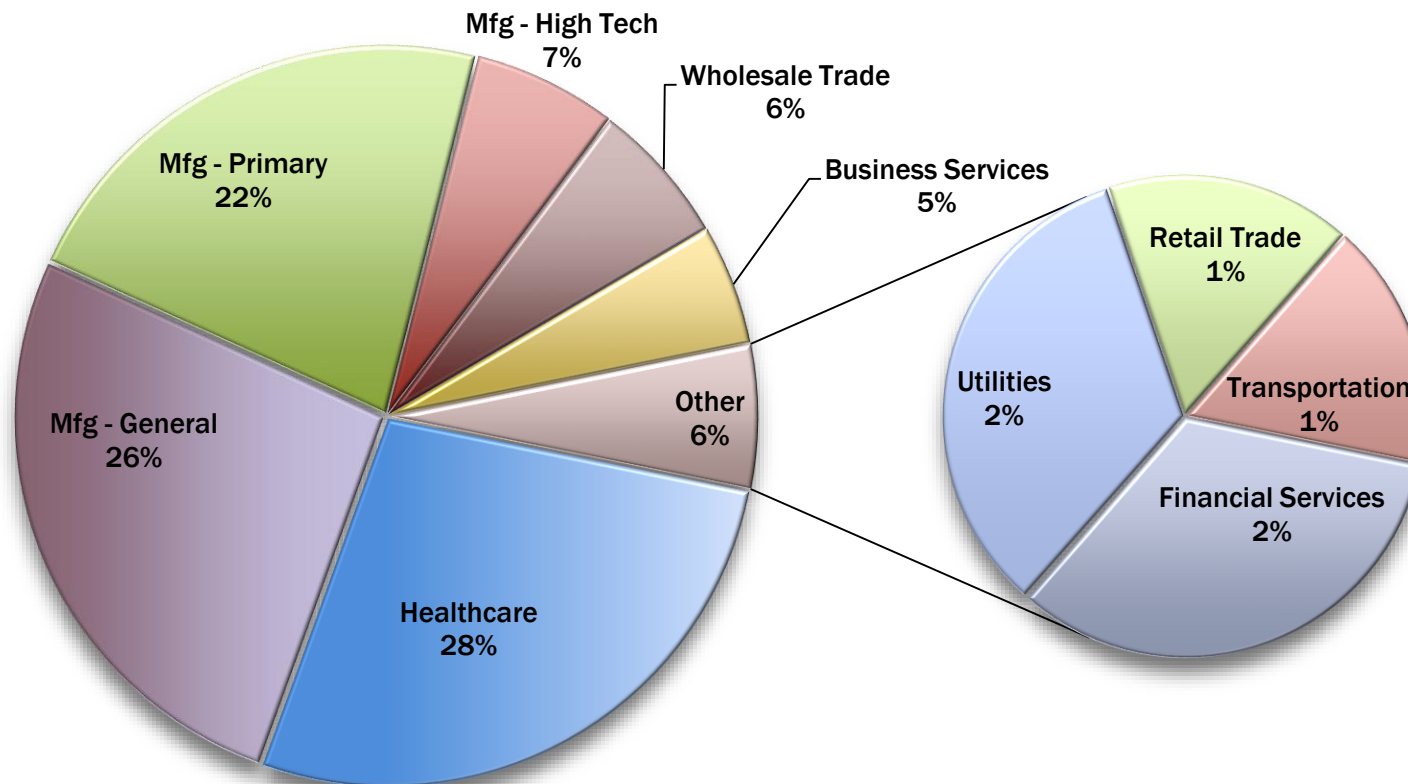
Asked which key component upgrade would most impact their system's productivity, over half of respondents (51%) cited supply chain management.

Which of the following would accelerate the decision to upgrade or replace your current ERP system?



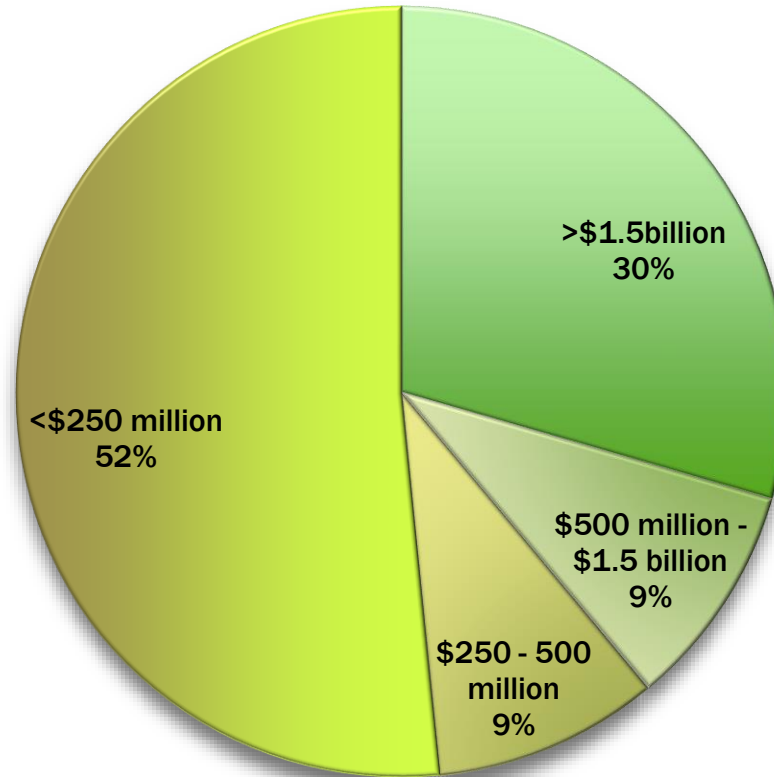
The aspect of a potential ERP system replacement or upgrade most likely to green light the project: compatibility with predicted business growth (64%).

Profile of Responders: Industry Sectors



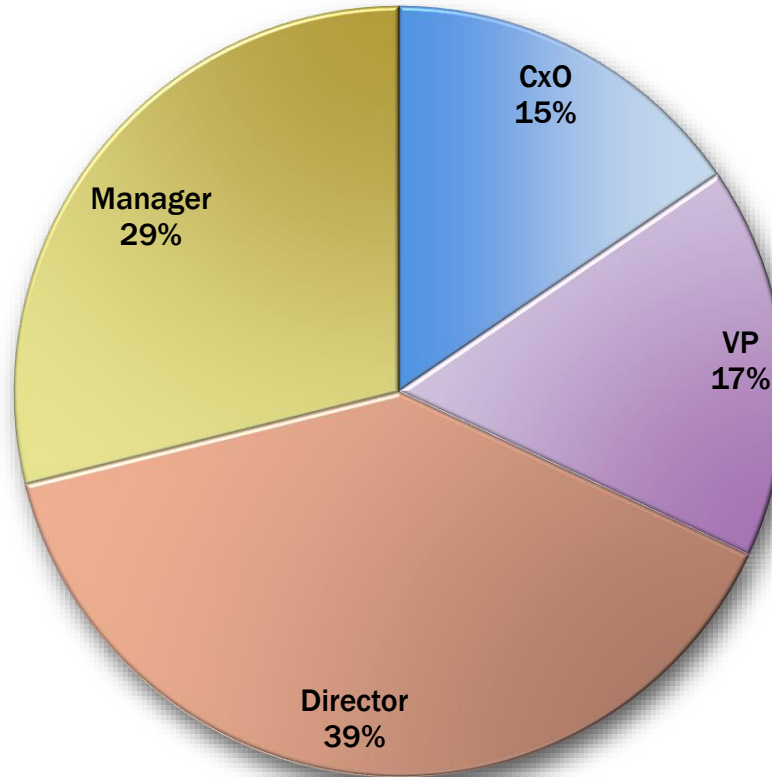
Responders represent a wide variety of industries.

Profile of Responders: Revenue



52% of those surveyed work in Fortune 1000 companies with revenues over \$1.5 billion.

Profile of Responders: Job Level



71% of those surveyed hold executive level positions in their organizations.



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