

# Ever been misled by big ERP vendors?

See what hundreds IT Managers, C-Level Executives & IT Professionals say about their ERP dissatisfaction



## Technology Evaluation Survey

Sponsored by Agresso

870 Replies to the Survey Worldwide

Of those that responded to the survey questions; here are the results of the Technology Evaluation Centre Survey sponsored by Agresso. The responses to the survey came from over 83 Countries Worldwide. (Demographics at end of Survey)

### 1. How satisfied are you with your current ERP or enterprise applications?

Always satisfied

**7.76%**

Mostly satisfied

**45.66%**

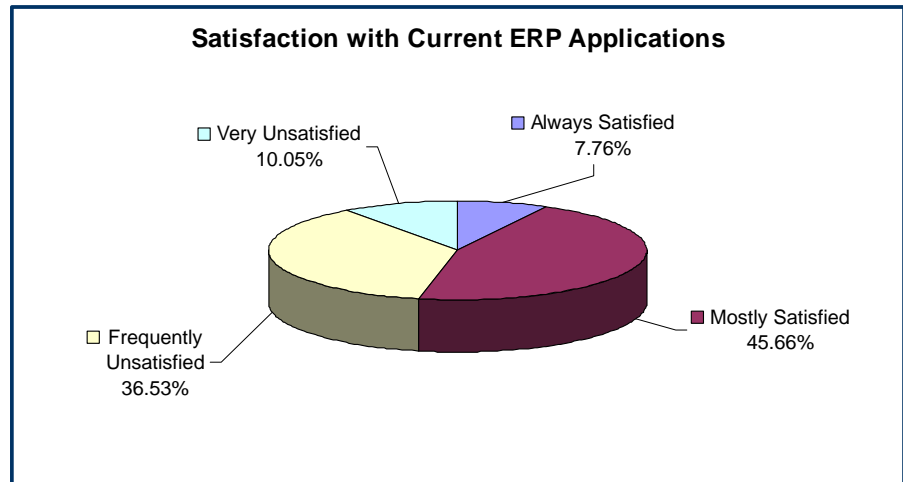
Frequently unsatisfied

**36.53%**

Very unsatisfied

**10.05%**

**46.58% frequently or very unsatisfied with current ERP or enterprise application.**



**Does your organization continue to invest in enhancements, upgrades, and auxiliary applications to pull the information you need from your ERP system, as well as employ middleware to bridge legacy and ERP processes?**

Yes **71.83%**

No **18.78%**

Other **9.39%**

### 3. Does it feel like your corporation and your ERP providers seem to be trapped in a never-ending cycle of need-spend-need-spend?

Yes **70%**

No **20.48%**

Other **9.52%**

**70% of respondents feel trapped in a never-ending cycle of need-spend-need-spend between their organization and their ERP providers.**



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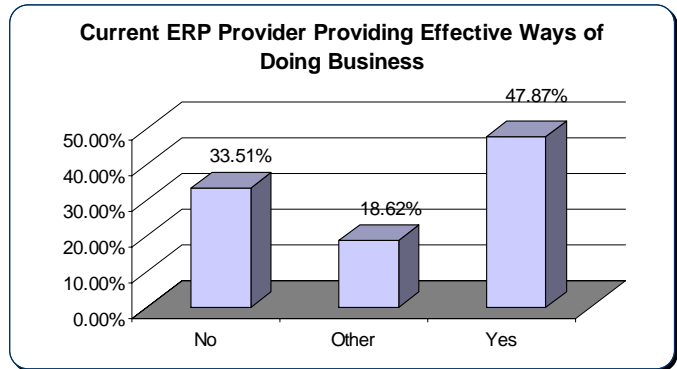
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## 4. Does your ERP vendor provide you with an effective way to do business?

Yes **47.87%**  
 No **33.51%**  
 Other **18.62%**

**33.51% of respondents felt that their ERP vendor did not provide them with an effective way of doing business.**



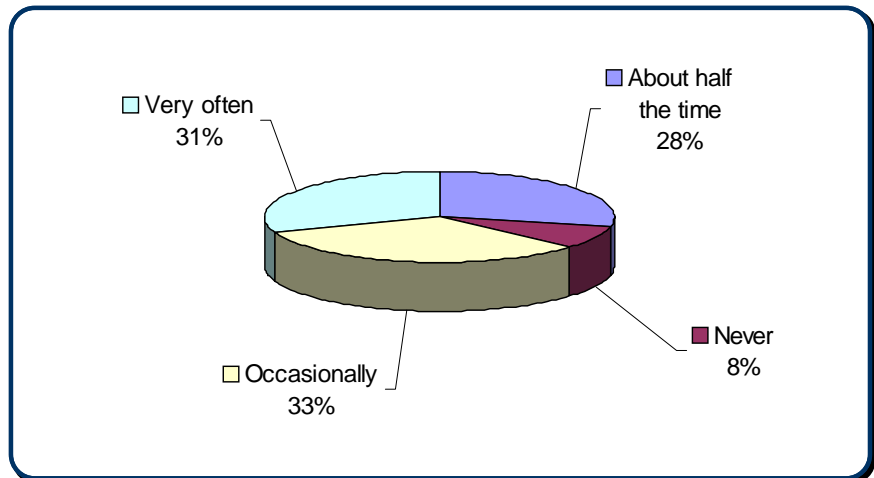
## 5. Which of the following would you change about your current ERP / Enterprise Solution set?

I wish it would be easier/faster to maintain **35.62%**  
 It should be less expensive to maintain **16.44%**  
 I would like to feel more confident about its ability to move/adjust to my business needs and changes **31.05%**  
 I wish there was a better alternative to the solution I am currently using **16.89%**

## 6. How often do you believe that the perceived impact of making changes to your SAP, Oracle, or Peoplesoft enterprise solution has previously prevented or delayed your company from selecting business strategies that otherwise might have had a positive impact on your business?

Very often **30.60%**  
 Half the time **28.45%**  
 Occasionally **32.76%**  
 Never **8.19%**

**Over 58% of respondents believed that making changes to their ERP solution delayed their company from selecting business strategies that otherwise may have had a positive impact on their business.**



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## ORGANIZATIONAL IMPACT

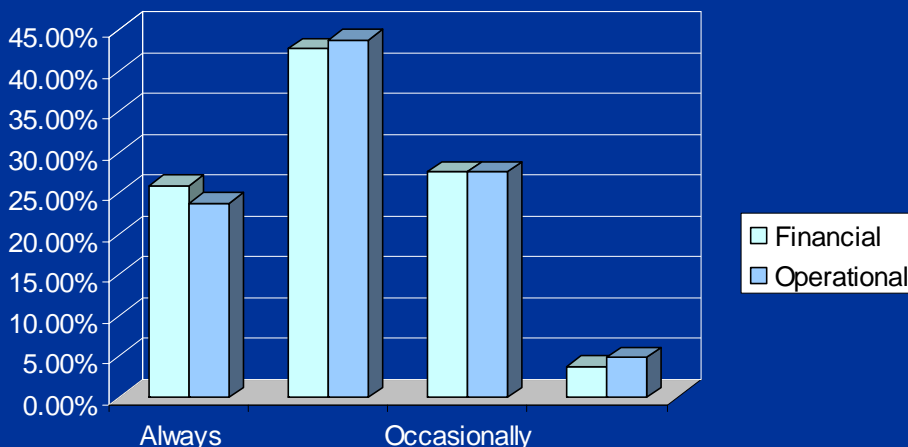
How often do you consider the operational or financial impact of re-architecting / adjusting your ERP infrastructure when making a strategic business decision?

### FINANCIAL IMPACT

Always	25.95%
Most of the time	42.70%
Occasionally	27.57%
Never	3.78%

### OPERATIONAL IMPACT

Always	23.78%
Most of the time	43.78%
Occasionally	27.57%
Never	4.86%



9. If a challenger to the current ERP leaders entered the U.S. market with a decidedly different business architecture, which was geared to rapid-change or fast-growth businesses (meaning it focused on post-implementation agility), would you be interested in considering that new entrant's solution?

Yes	76.74%
No	23.26%

Over 76% of respondents would consider an ERP solution focused on Post-Implementation Agility as an alternative to their current ERP solution

10. Respondent's involvement with the ERP systems decisions?

Company Direction or initiatives	35.56%
I am the final decision maker	11.11%
I told someone what was needed and they made the decision	17.22%
Not involved in this decision	14.44%
Decisions left to my CIO	6.11%
I am the CIO	6.67%
Decisions left to my IT/IS department	8.89%



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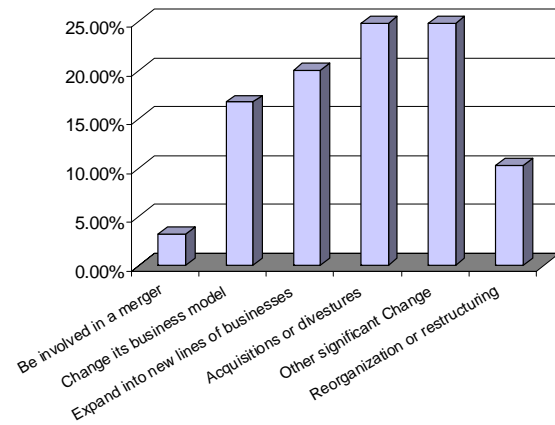
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## 11. In the next five years, my company expects to:

- Make acquisitions or divestures  
**24.86%**
- Change of business model  
**16.76%**
- Expand into new lines of businesses  
**20%**
- Be involved in a merger  
**3.24%**
- Undergo a reorganization or restructuring  
**10.27%**
- Make any other significant changes not listed above.  
**24.86%**

Organizational Change Expected in the next five years



## 12. Respondents tell us their number one frustration with their ERP / Back-office solution.

*"Continual so called critical upgrades and changes to architecture that appear to be merely redistributing functions for pricing reasons."*

*"The current ERP solution is costly to maintain and does not meet the needs of the business. Many workarounds are in place to enable the business to function and this is getting more and more difficult to sustain and is impacting the strategy."*

*"It's like the ERP vendor wants to 'Keep the secrets' of its applications and data structures to make it hard to report from it without using their expensive services."*

*"I feel like the 'ERP' has been invented to keep IT people employed rather than truly provide real solutions for the business. The systems are so integrated that it is almost impossible to make changes to processes quickly enough to handle."*

*"The lack of information about the true cost of ownership. Throwing it over the wall and left to hang two years later."*

*"We have to pay for every little adjustment."*

*"Cannot meet various exceptional processes, like country specific process and exception."*

*"It's not agile enough to meet with my business needs."*

*"Not being able to change things myself."*



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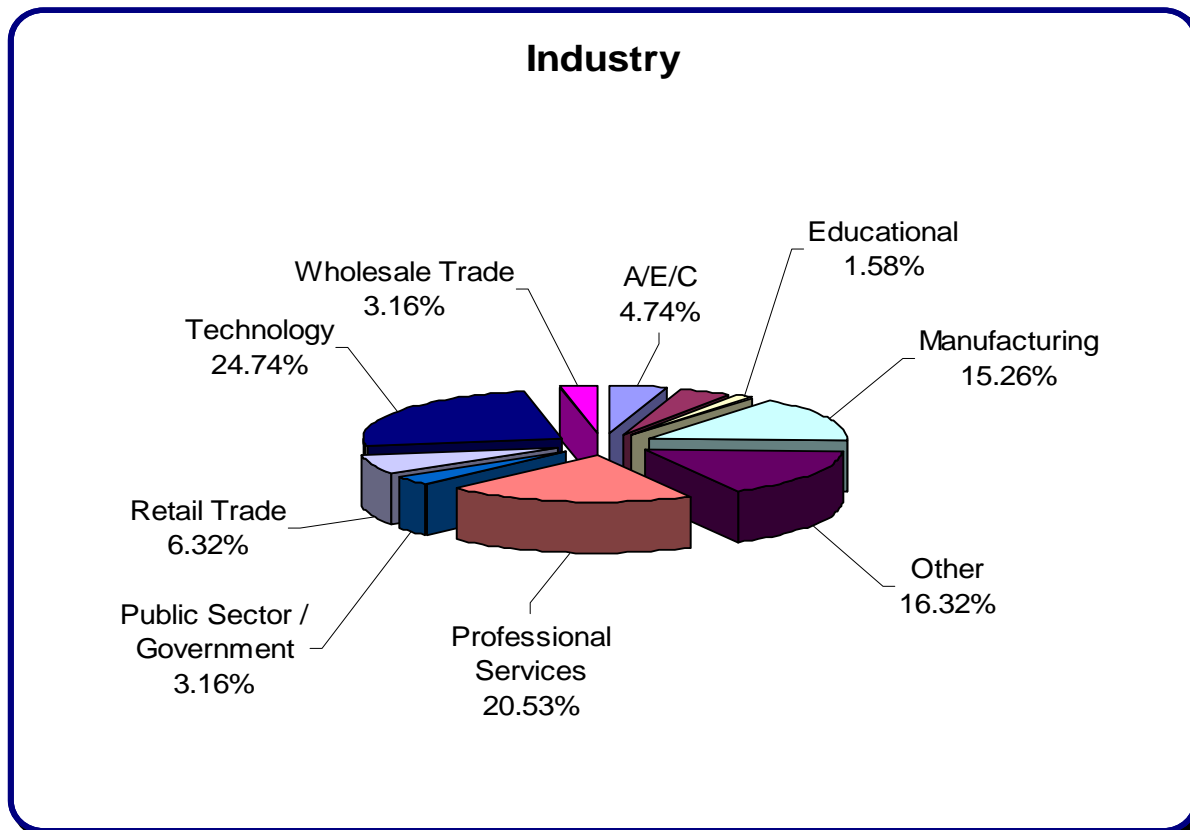
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## SURVEY DEMOGRAPHICS

Over 83 Countries represented. Over 43% of which is represented by North America.



### Job Functions

C-Level/VP	11.35%
IT C-Level/VP	15.14%
IT Consultant	10.27%
IT Management	20.00%
IT Professional	17.30%
Management	10.27%
Other	15.68%



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