

Software Advice BuyerView: ERP Software Report

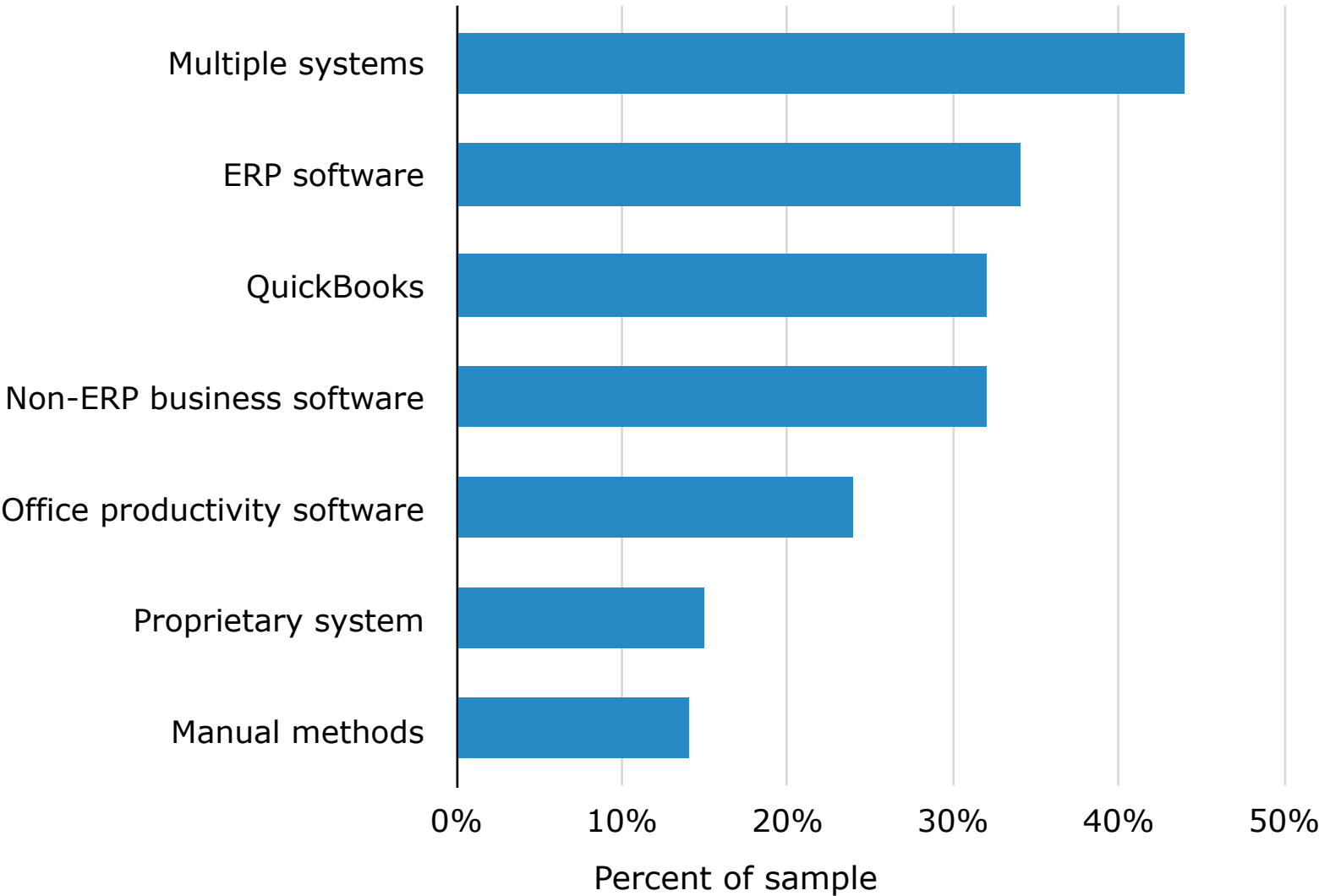
Insight into today's software buyer

Abstract

Between 2013 and 2014, we spoke to hundreds of buyers seeking to implement a new enterprise resource planning (ERP) system. We examined the data from these interactions and found that:

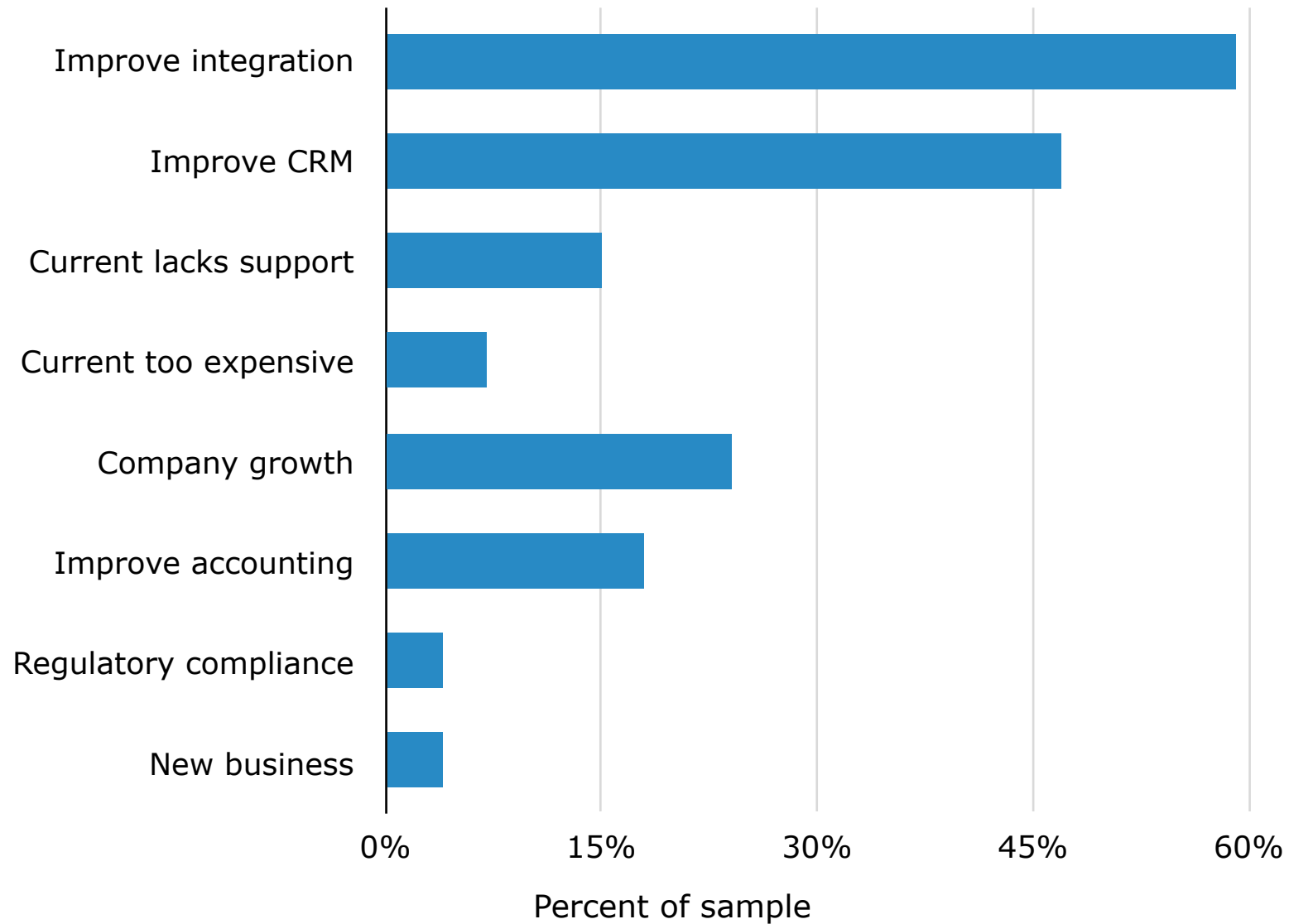
- Two-thirds of buyers do not currently use an ERP system, and 44 percent rely on a combination of disparate systems to execute ERP processes.
- Fifty-nine percent of buyers cite the need to improve the integration of data between different business processes as a top reason for seeking an ERP system.
- Forty-seven percent of all buyers cite the need to improve their customer relationship management (CRM) database as a reason for wanting to purchase an ERP system.
- Among buyers currently using ERP systems, 24 percent cite lack of support and 19 percent cite cost as their primary reasons for wanting to switch to a new system.

Two-Thirds of Buyers Are Making Their First Foray into ERP



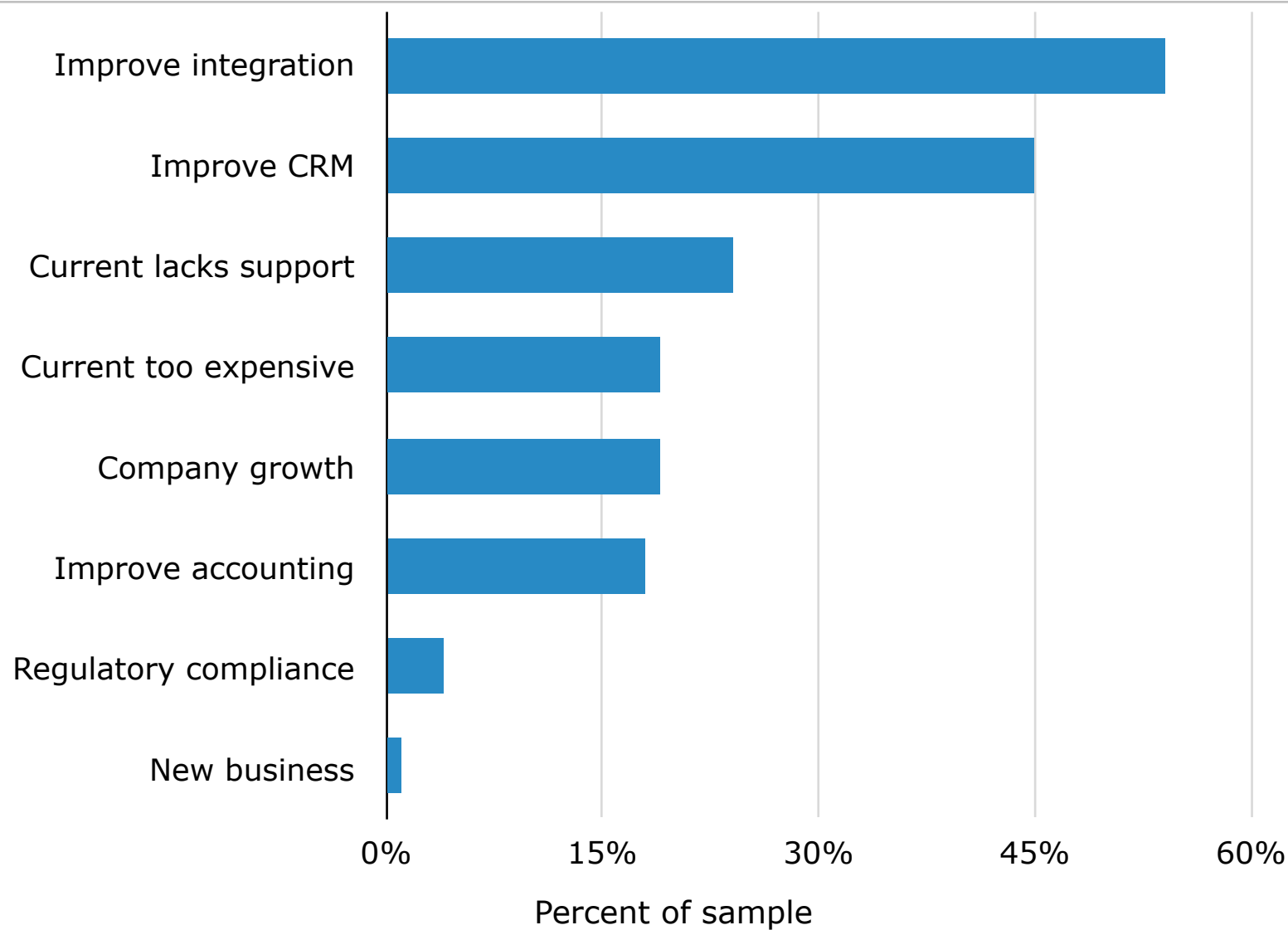
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Improving Integration is a Top Concern For All Buyers



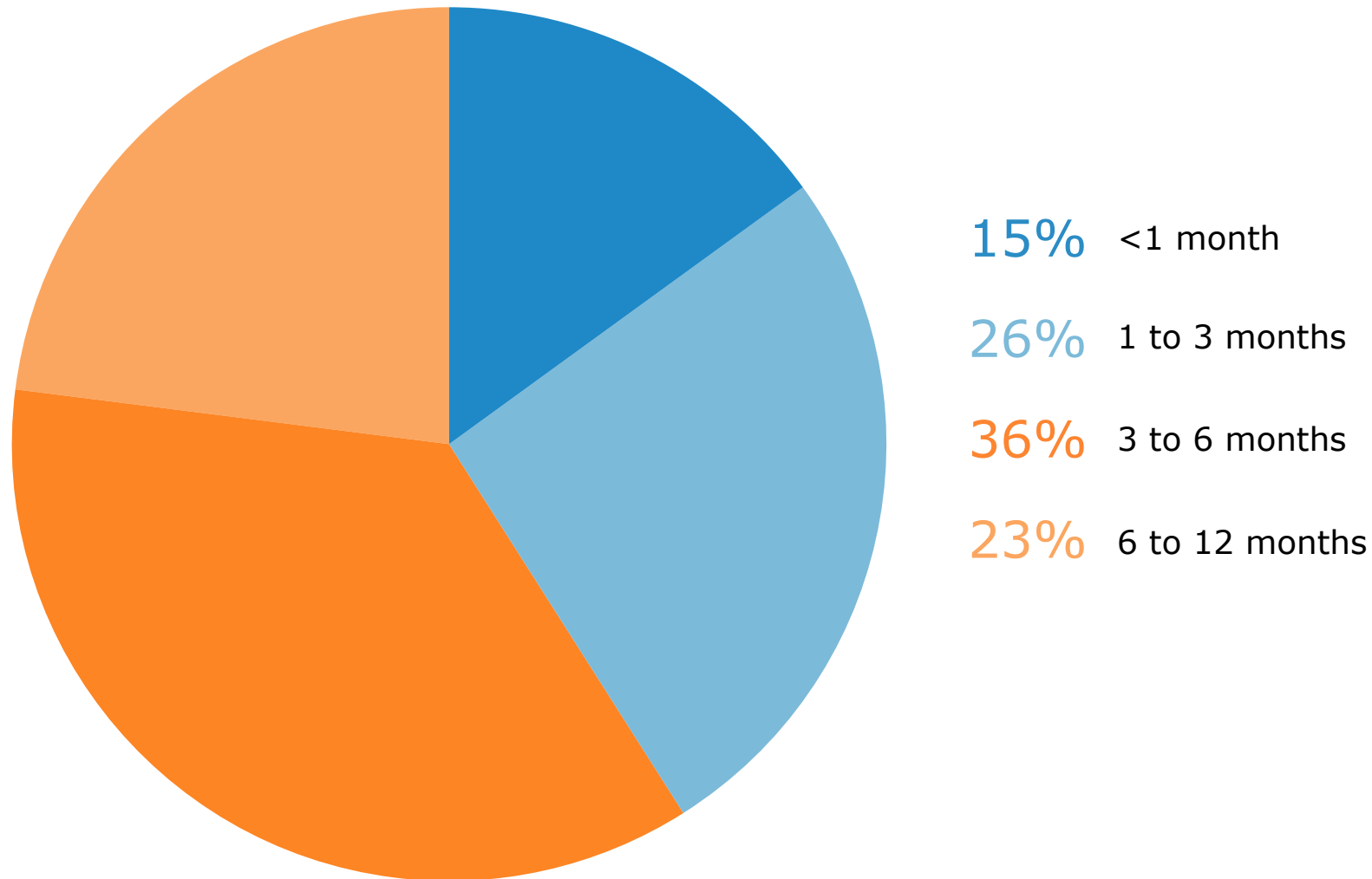
Improving integration, especially with their consumer relationship management (CRM) systems, was a top concern for all prospective buyers.

Current ERP Users Fed Up With Growing Costs and Lack of Support



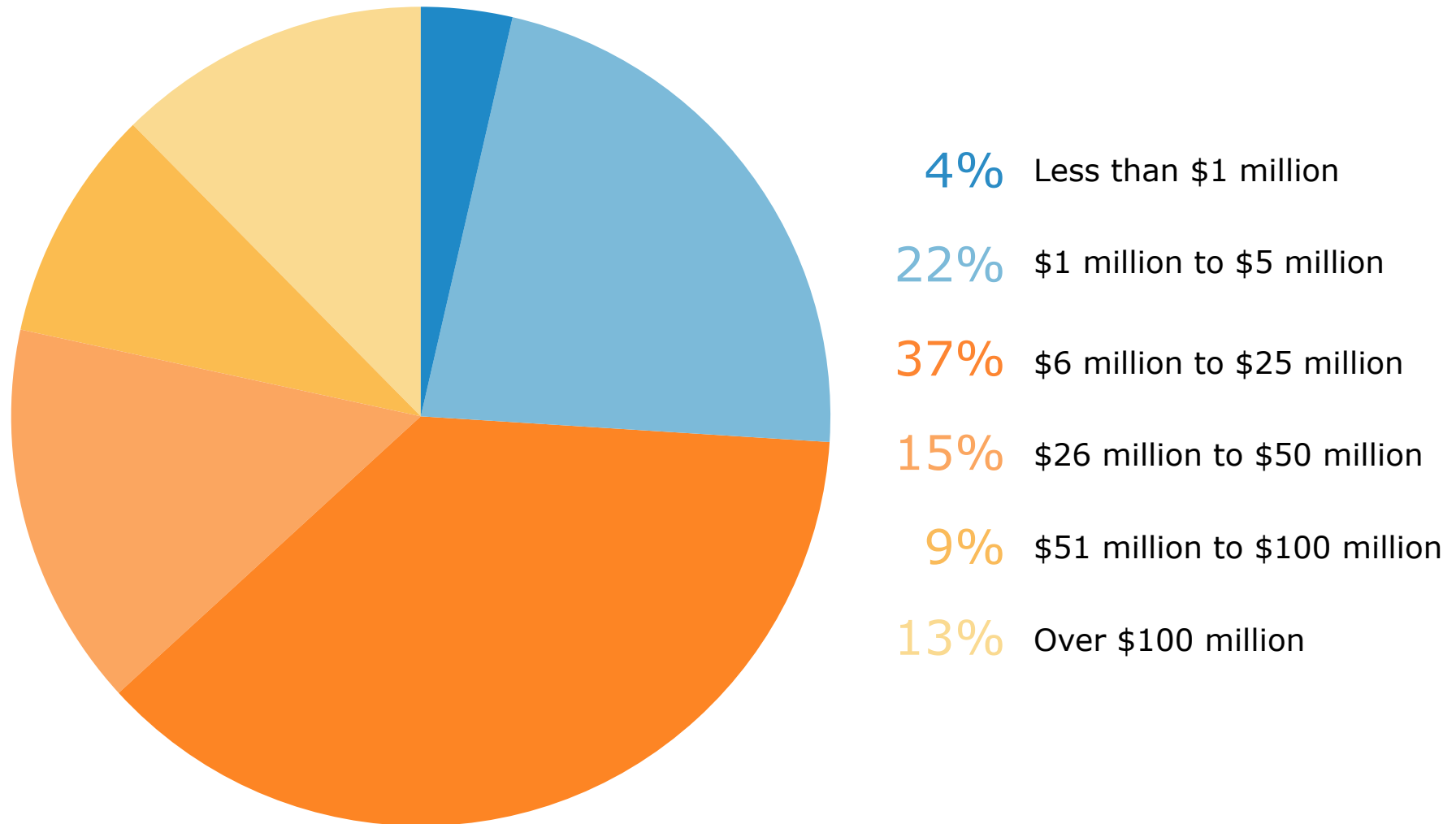
Twenty-four percent of buyers currently using ERP systems cite lack of support and 19 percent cite growing costs as reasons for wanting to switch.

Most Buyers Want to Deploy an ERP System Within Six Months



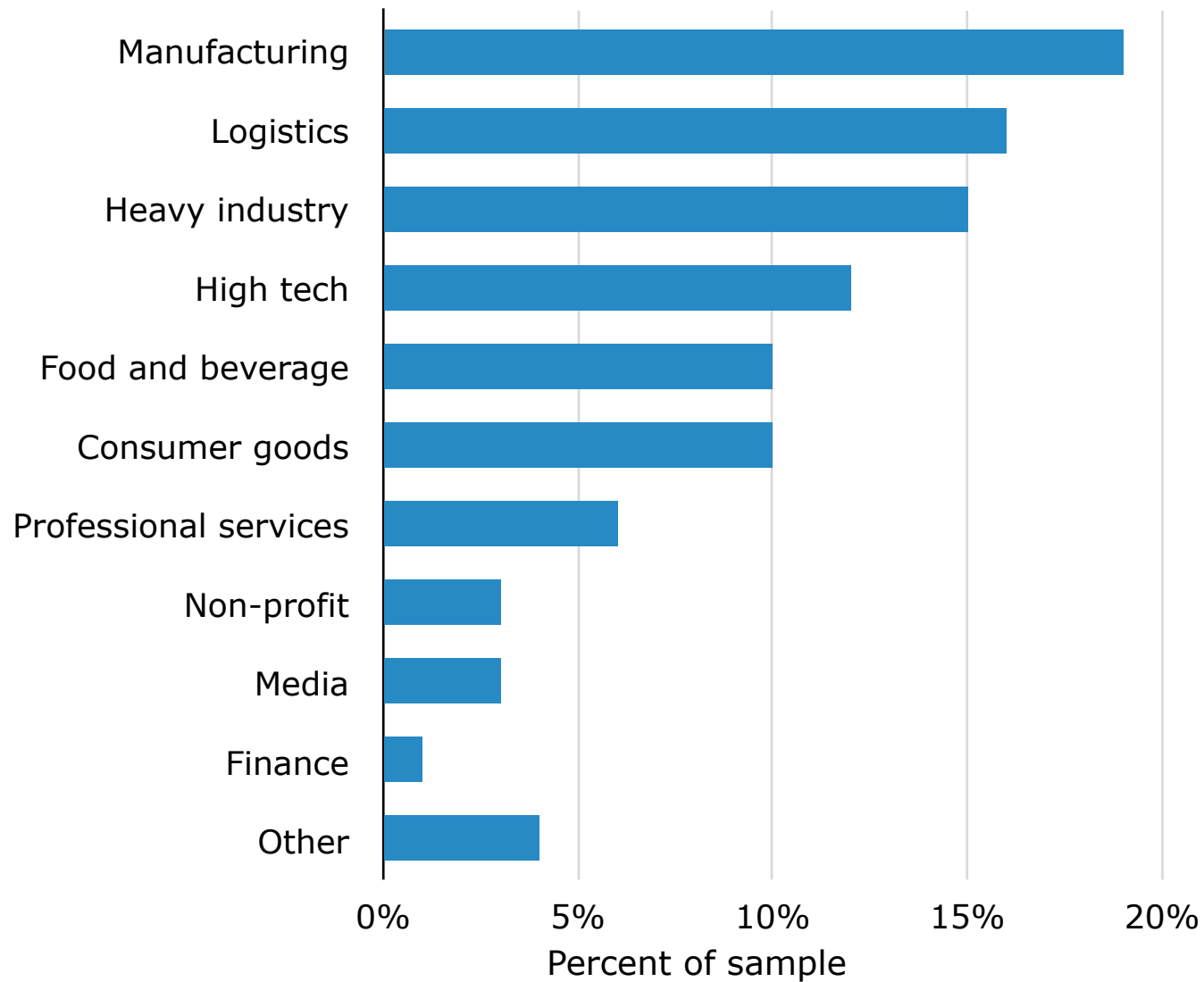
Seventy-seven percent of prospective buyers want to deploy a new ERP system within six months.

Most Buyers are Small to Midsized Businesses



Eighty-seven percent of prospective buyers were small to midsized businesses, defined here as those with annual revenues of \$100 million or less.

Most Buyers in Manufacturing, Logistics and Heavy Industry



Most of the buyers we spoke with are in manufacturing, logistics, heavy industry and high tech.

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