



2014 ERP REPORT

A Panorama Consulting Solutions Research Report



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Introduction

Panorama Consulting Solutions developed the **2014 ERP Report** to investigate ERP software selection, implementation and satisfaction trends across industries, company sizes and geographic locations. The report summarizes Panorama's independent research into the experiences of ERP customers with regards to enterprise software, vendors, consultants and implementations overall.

To ensure our findings reflect the current conditions as accurately as possible, polling for the **2014 ERP Report** was conducted on Panorama's website (Panorama-Consulting.com) during a recent thirteen-month period (January 2013 to February 2014). One hundred ninety-two respondents completed the surveys upon which this data is based.

Data Summary by Year

YEAR	COST	% OF COST OVERRUNS	DURATION	% OF DURATION OVERRUNS	% RECEIVING 50% OR LESS BENEFITS
2013	\$2.8MM	54%	16.3 months	72%	66%
2012	\$7.1MM	53%	17.8 months	61%	60%
2011	\$10.5MM	56%	16 months	54%	48%
2010	\$5.5MM	74%	14.3 months	61%	48%

Over the past four years of Panorama's independent ERP research, the average cost of ERP implementations has been \$6.5 million and the average duration has been 16.1 months. In this period, approximately 54-percent of projects have exceeded their planned budgets, 72-percent of projects have exceeded their planned durations and a full 66-percent of respondent organizations have received less than 50-percent of the measurable benefits they anticipated from their ERP software initiatives.

Of those respondents who exceeded their planned durations, the majority indicated that "organizational issues" was the main reason. Unsurprisingly, the data also revealed that more than half of respondents spent 0-25-percent of their budget on organizational change and business process management. These data also may explain why only eight-percent of respondents reported "excellent buy-in" among employees.

[Click here to continue reading Panorama's **2014 ERP Report.**](#)