

Today's ERP investment considerations from 200 tech decision makers

In our 2021 ERP Usage and Challenges survey, we discovered that 90% of executives agree Enterprise Resource Planning (ERP) is the best option for improving business process efficiency. Given the uncertain economic environment, many priorities are competing for limited budget allocations. So, how do decision makers determine which technology investments to move forward with? Where do they look for information to support their decision and what are their key considerations when evaluating alternatives?

Gartner Peer Insights and Enavate surveyed 200 technology decision makers to find out how organizations research ERP solutions and how they determine where to invest.

Data collection: September 06 - November 21, 2022

Respondents: 200 IT, InfoSec, Engineering leaders

Technology leaders primarily look to peers, analysts, and online research when considering ERP solutions and technology partners

The top three resources respondents look to when researching ERP solutions are peer insights (63%), tech/industry analyst websites (61%), and online research/whitepapers online (59%).

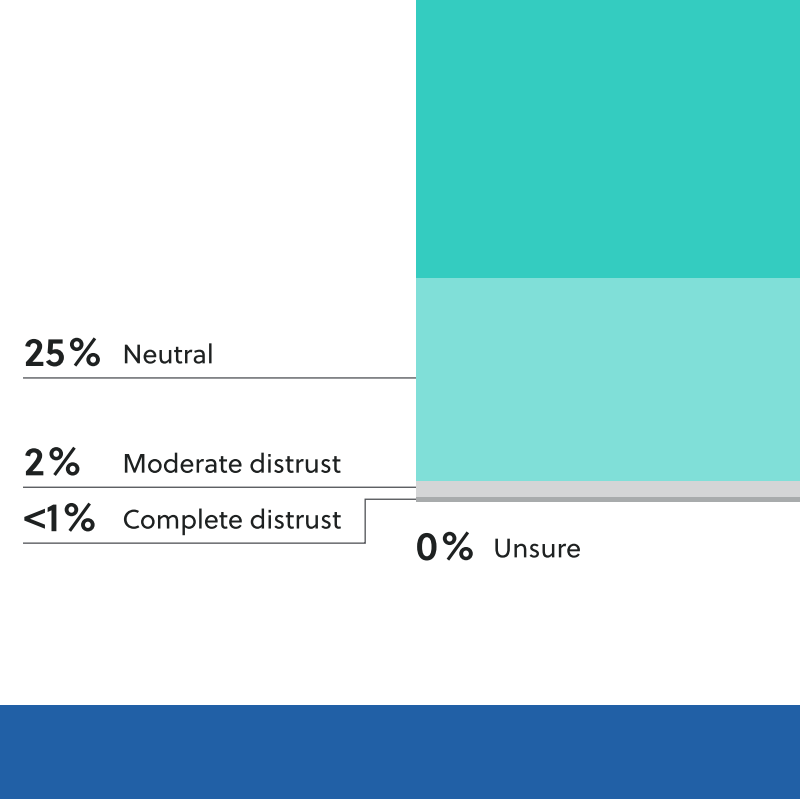
What are the main resources you use when looking for Enterprise Resource Planning (ERP) solutions?



Trade shows/conferences 36%, Utilizing self-serve survey platforms (e.g., Survey Monkey, Qualtrics) 30%, Current technology partner 16%, Invite-only peer groups (e.g., Slack channels, LinkedIn groups) 12%, Peer interviews via articles/podcasts, etc. 7%, Independent consultant 7%, Social media 5%, Other 1%, None of these 0%

Less than 3% of respondents said they distrust market research/analyst firms when it comes to making major software purchase decisions.

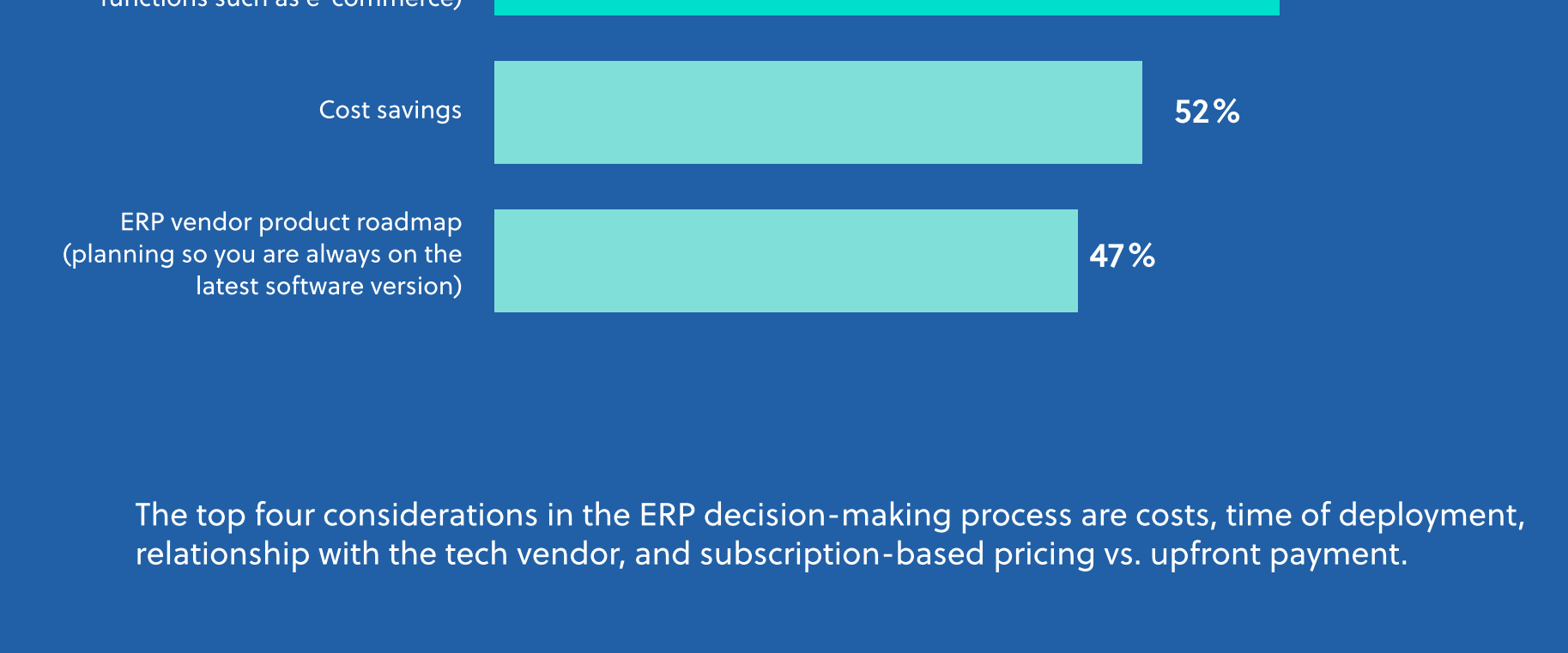
How much trust do you place in market research/analyst firms when it comes to making major software purchase decisions?



Cost, functionality, and deployment time are the top considerations when IT leaders are searching for new ERP solutions

Most leaders report functionality improvements (80%) as the primary reason their organization seeks out new technology updates and upgrades.

What drives your organization to seek out new technology updates or upgrades?



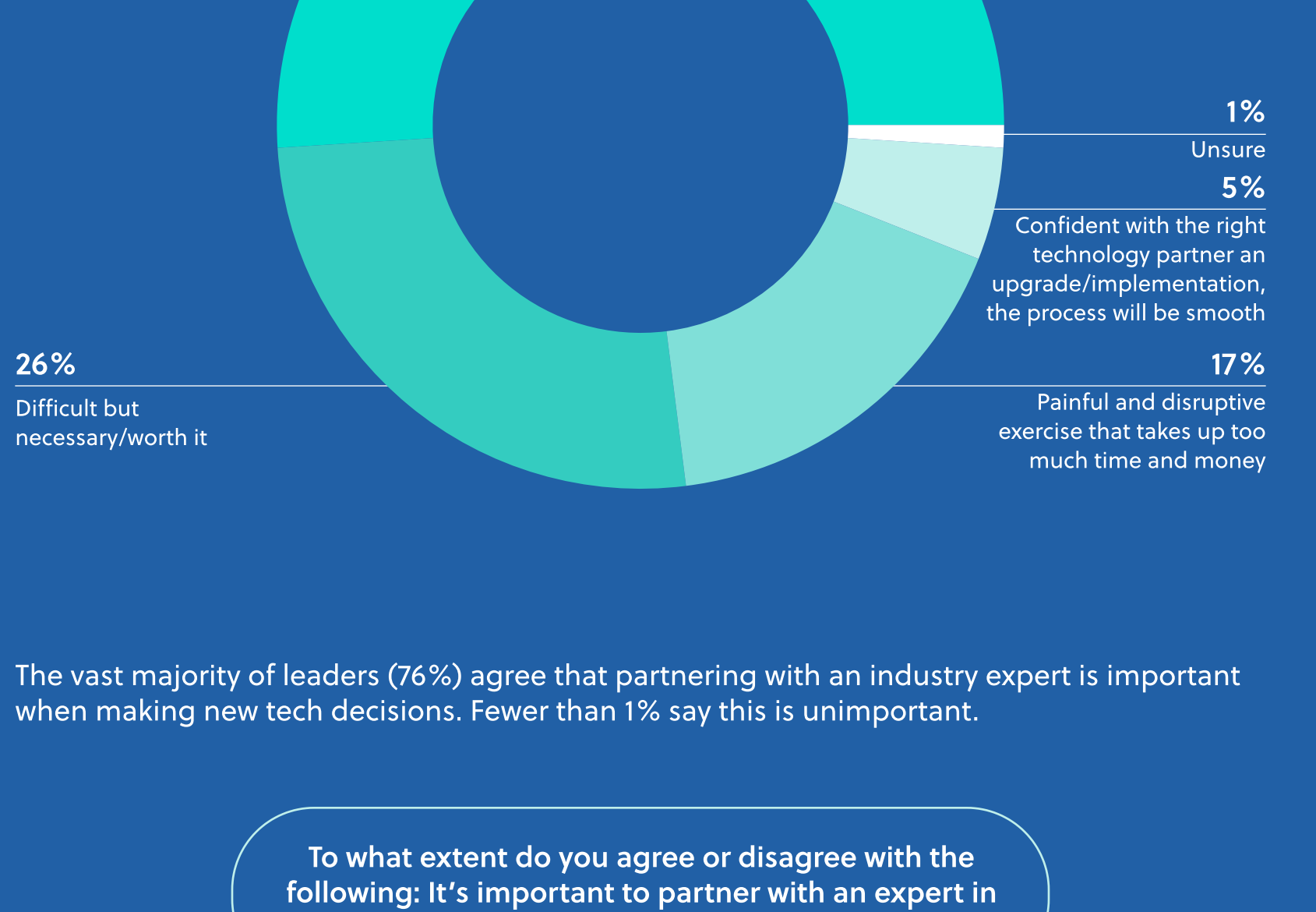
The top four considerations in the ERP decision-making process are costs, time of deployment, relationship with the tech vendor, and subscription-based pricing vs. upfront payment.

Please rank the following considerations in your ERP decision-making process (top = most beneficial, bottom = least beneficial)



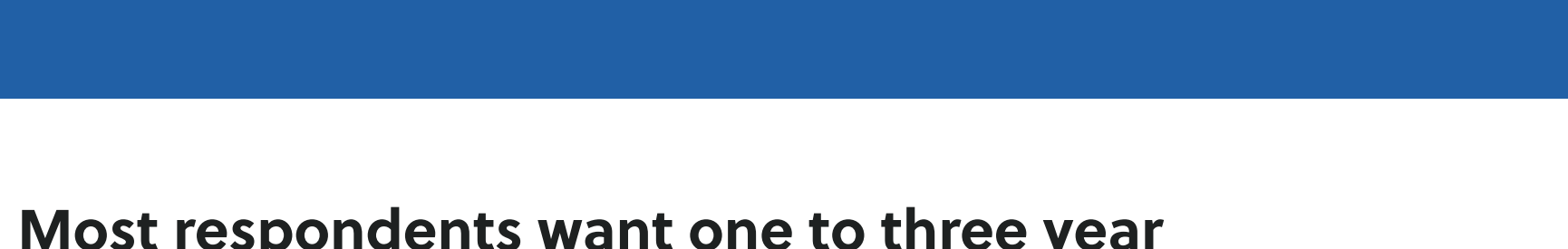
Over half (51%) of respondents say their team primarily views ERP and other major tech upgrades as important investments which improve efficiency and competitiveness.

How does your team primarily view an ERP/major technology upgrade?



The vast majority of leaders (76%) agree that partnering with an industry expert is important when making new tech decisions. Fewer than 1% say this is unimportant.

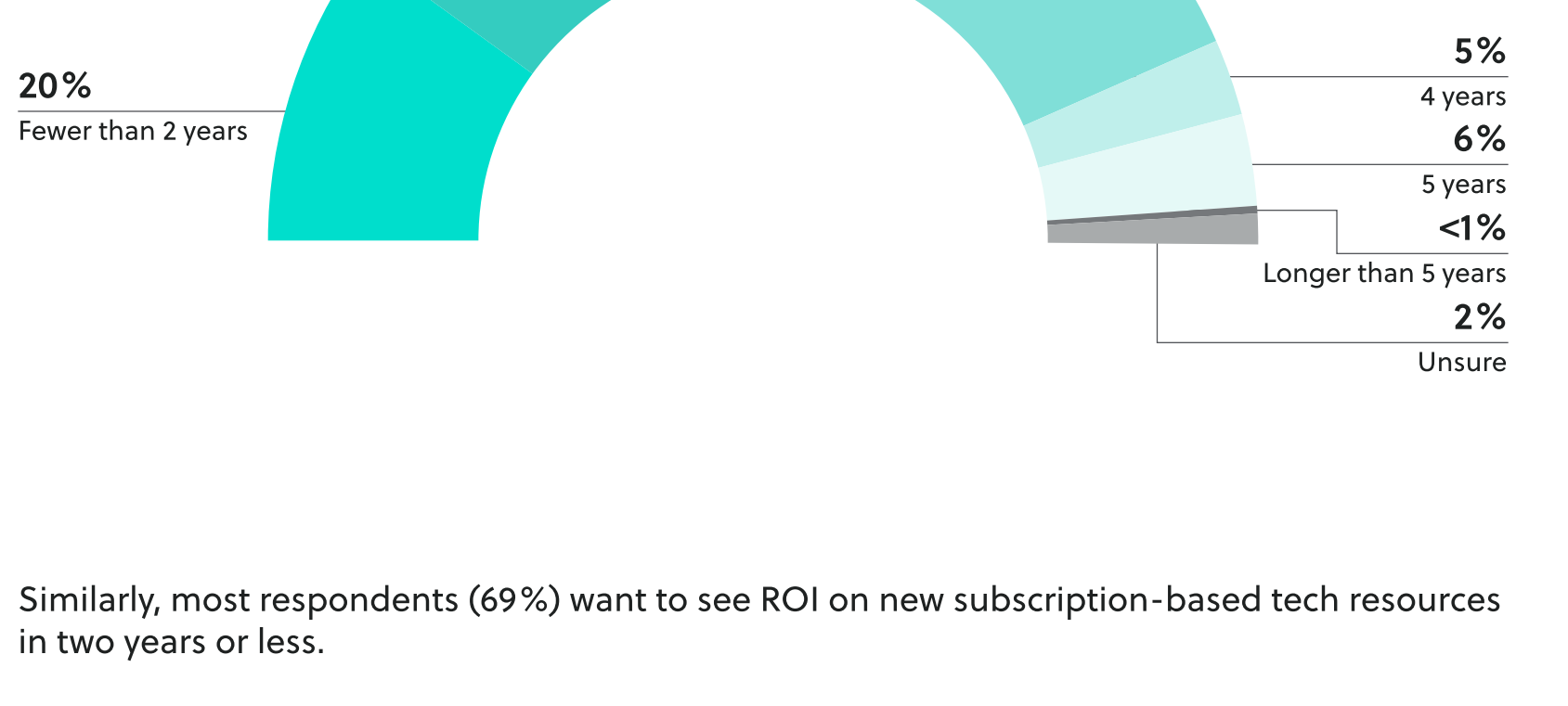
To what extent do you agree or disagree with the following: It's important to partner with an expert in my industry when making new technology decisions.



Most respondents want one to three year subscription-based tech solution contracts and want to see ROI within two years

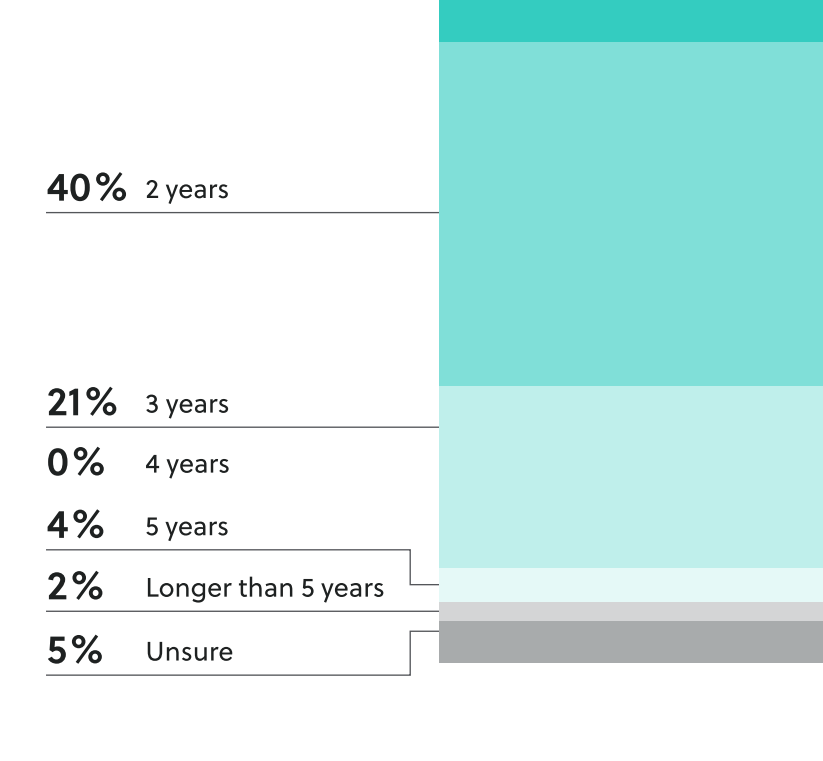
When considering a subscription-based contract with tech vendors, most respondents (87%) prefer a contract that is three years or shorter.

When considering subscription-based pricing, which contract length is most appealing?



Similarly, most respondents (69%) want to see ROI on new subscription-based tech resources in two years or less.

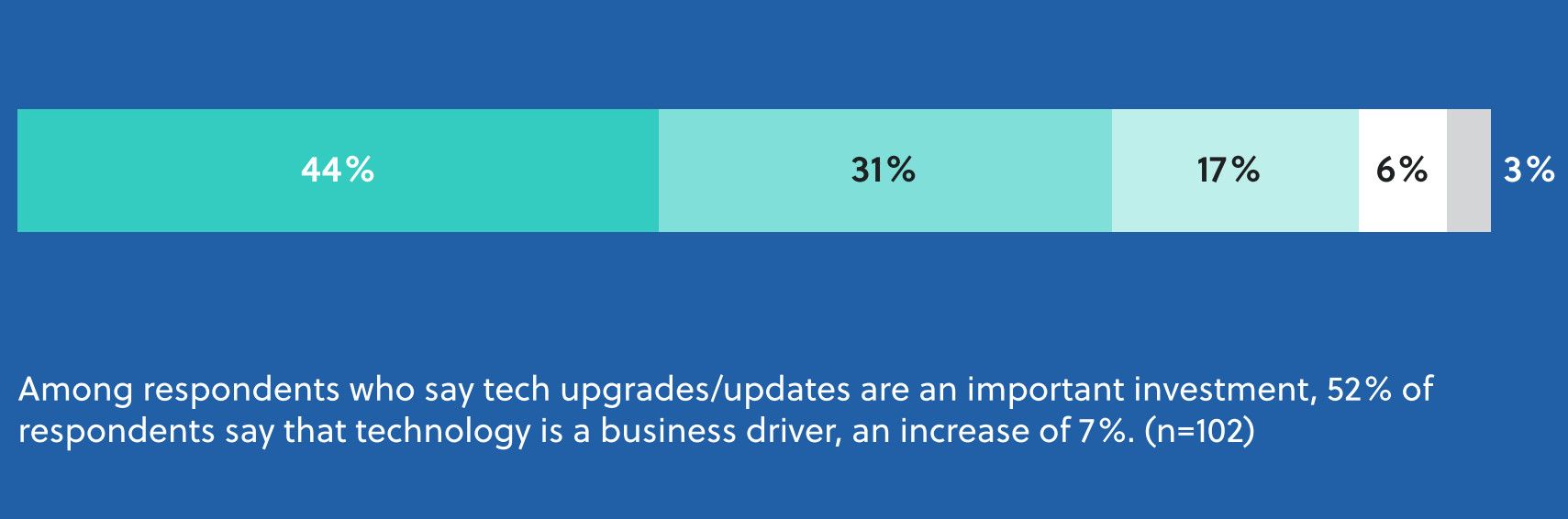
What is your team's ROI expectation on a subscription-based technology solution?



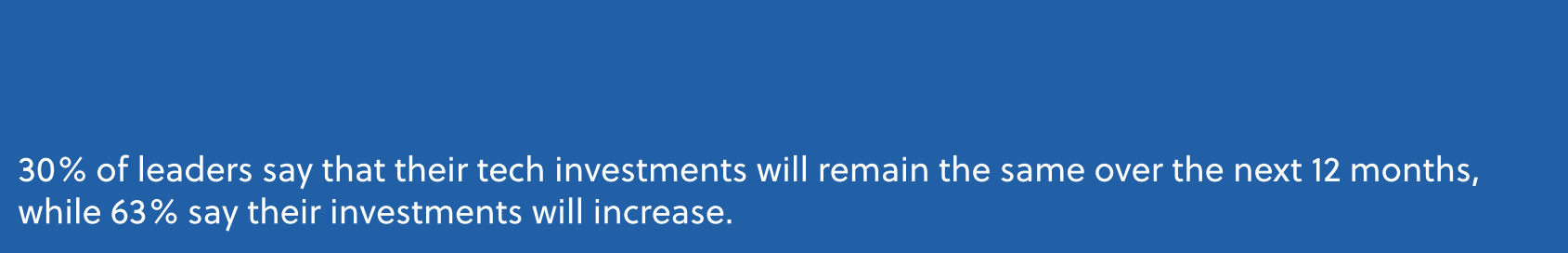
Technology investments during economic downturn

44% of respondents say their company views tech investments during an economic downturn as a business driver, while 31% say that tech investments are threatened during a downturn.

How does your company primarily view technology investment during economic downturns?

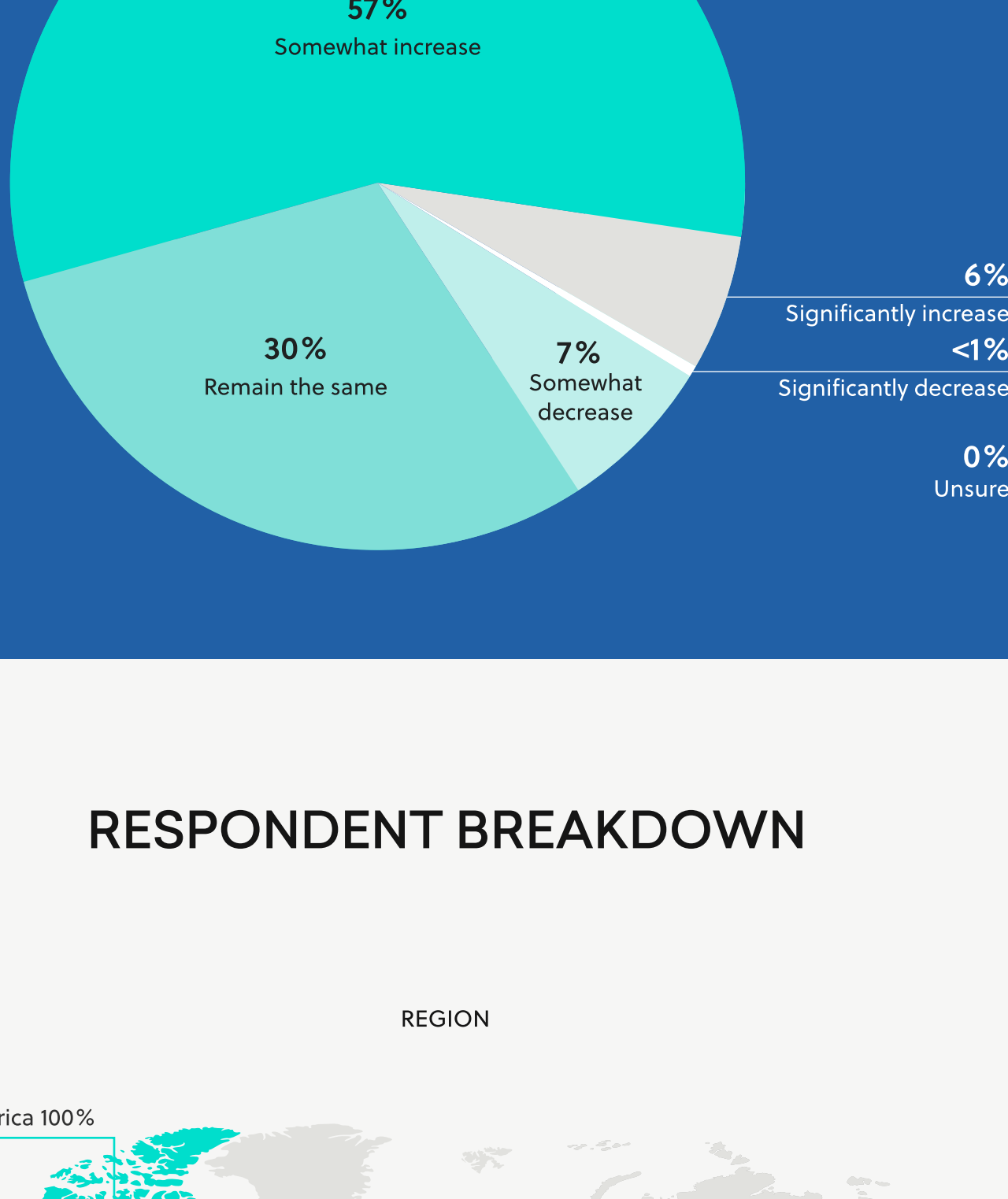


Among respondents who say tech upgrades/updates are an important investment, 52% of respondents say that technology is a business driver, an increase of 7%. (n=102)



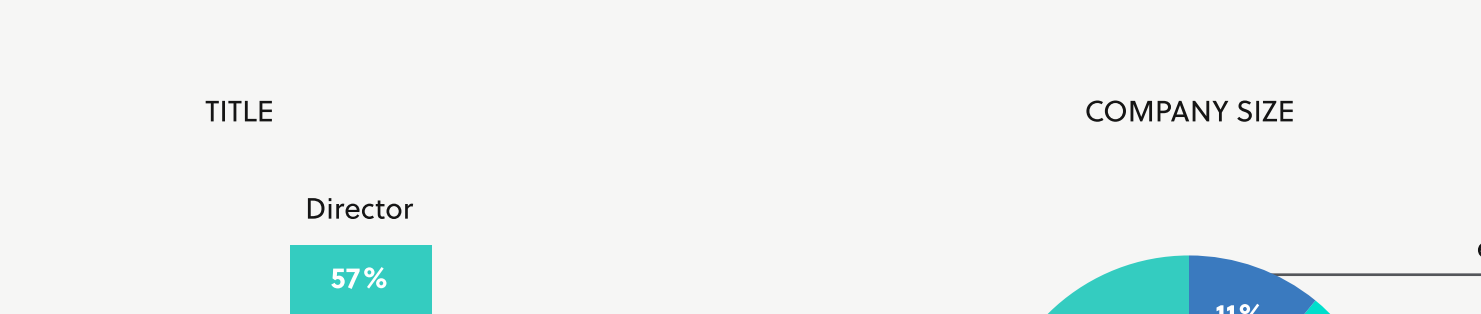
30% of leaders say that their tech investments will remain the same over the next 12 months, while 63% say their investments will increase.

In the next 12 months how do you expect your organization will change tech investments?

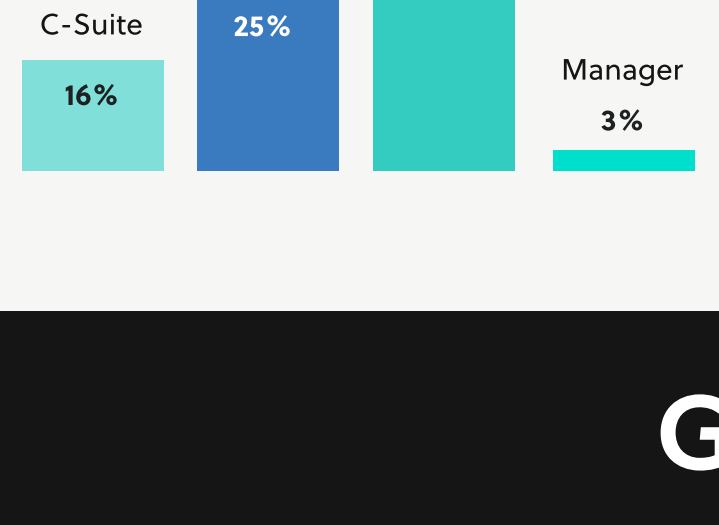


RESPONDENT BREAKDOWN

REGION



TITLE



COMPANY SIZE

