The Enterprise Resource Planning Decade: Lessons Learned and Issues for the Future

Table of Contents

Preface ....................................................................................................................................................... vi

Chapter I
Setting the Scene — Defining and Understanding ERP Systems ........ 1
   David Sammon, University College Cork, Ireland
   Frédéric Adam, University College Cork, Ireland

Chapter II
The Road to ERP — Has Industry Learned or Revolved Back to the Start? ................................................................. 22
   Bill O’Gorman, University College Cork, Ireland

Chapter III
Investigating the Rationale for ERP: A Case Study ......................... 47
   Eleanor Doyle, University College Cork, Ireland
   Frédéric Adam, University College Cork, Ireland

Chapter IV
ERP Software Selection — Widening the Current Debate ............... 58
   David Sammon, University College Cork, Ireland
   Frédéric Adam, University College Cork, Ireland
Chapter V
Understanding the Business Consequences of ERP Systems .......... 72
Lorraine Staehr, La Trobe University, Australia
Graeme Shanks, Monash University, Australia
Peter B. Seddon, University of Melbourne, Australia

Chapter VI
An Examination of an ERP Software Selection Process:
An Irish Case Study ................................................................. 92
David Sammon, University College Cork, Ireland
David Lawlor, Stryker Instruments (Cork), Ireland

Chapter VII
Do ERP Implementations Have to be Lengthy?
Lessons from Irish SMEs ......................................................... 114
Frédéric Adam, University College Cork, Ireland
Peter O’Doherty, Seabrook Research Limited, Ireland

Chapter VIII
Implementing ERP—What Happens to Competitive Advantage? .... 138
David Sammon, University College Cork, Ireland
Frédéric Adam, University College Cork, Ireland
Kevin Higgins, Ulster Bank, Ireland
MarkSynnott, Intel, Ireland

Chapter IX
Examining the Influence of ERP Systems on Firm-Specific
Knowledge Assets and Capabilities ............................................. 167
Tom Butler, University College Cork, Ireland
Aidan Pyke, Cork Institute of Technology, Ireland

Chapter X
Toward a Model of Organizational Prerequisites for ERP:
Reintroducing the Concept of Data Warehousing ....................... 207
David Sammon, University College Cork, Ireland
Frédéric Adam, University College Cork, Ireland
Chapter XI
Toward a Model of Investigating Non-Decision Making in ERP Communities ................................................................. 226
   David Sammon, University College Cork, Ireland
   Frédéric Adam, University College Cork, Ireland

Chapter XII
Re-Examining the ERP Concept: Toward an Agenda for Reducing the Unbalance Between the Push and Pull Sides on the ERP Market ......................................................................................... 248
   David Sammon, University College Cork, Ireland
   Frédéric Adam, University College Cork, Ireland

Chapter XIII
From ERP Systems to Enterprise Portals .................................. 263
   Sven A. Carlsson, Lund University, Sweden
   Jonas Hedman, Lund University, Sweden

Chapter XIV
Looking to the Future of Enterprise-Wide Systems .................. 288
   Frédéric Adam, University College Cork, Ireland
   David Sammon, University College Cork, Ireland

About the Authors .......................................................................................................................... 294

Index .................................................................................................................................................. 299