



Geac Awarded Top Marks in ERP Vendor Performance Survey

To find out more about Geac's products and services, and how they could combine with your company's plans and ambitions, please contact our Customer Response Centre on 01527 496444 or email kate.scott@geac.com

Those looking to buy an ERP system find themselves confronted with a wide variety of vendors, many of which appear to make similar claims. Of course, you can look to analysts and consultants for their views, but there is only one source of objective and practical advice about the pros and cons of different systems and suppliers. That source is the customers themselves.

To assist companies in their purchase of ERP systems, Benchmark Research conducted a detailed research of 339 UK-based organisations to assess the relative merits of the leading ERP vendors. The results offer a meaningful guide based entirely on the opinions of customers, and offers those looking to purchase an ERP solution a more objective opinion of the relative merits of different suppliers and their solutions.

The survey compares the capabilities of ten mid-market and corporate ERP suppliers examining the effectiveness of their ERP solutions across a number of key areas including implementation, software functionality customer support capabilities and business benefits secured.

Results summary

In the key areas within the survey, Geac System21 performance was outstanding. Here are some of the areas where Geac came top of the league:

- Project management
- Speed of implementation
- Overall implementation satisfaction
- Overall level of support/service
- Staff competence

Implementation planning

Geac receives good scores for project management, time taken and training. Of particular merit is Geac's score for implementation, which was the highest overall rating of any mid-market or corporate supplier.

Satisfaction with software functionality & quality

When it comes to product capability Geac scored extremely well, scoring strongly in terms of financial and stock control modules as well as overall stability of the system. Overall Geac performed well registering good satisfaction scores on ease of use, fit to business, scalability and overall software functionality.

Satisfaction with customer support

Service and support from Geac scored highly in comparison to its competitors. Strong scores are registered in most areas, but Geac excelled in the areas of staff competence, ease of contacting the right person, quality of overall service and support, and continued commitment of the product. Benchmark Research placed particular praise on Geac's management of upgrades and new releases, having stated that it is notoriously difficult to register a strong score for this in this market.

Perception of business benefits secured by ERP systems

The survey highlighted an interesting issue when looking at the ratings customers provided for business benefits experienced. For all vendors the scores for business benefits are lower than the scores received in other areas, but it is likely that this is because business benefits are harder to tie in directly with the impact of the system itself. For example, the extent to which an organisation manages to reduce their cost of stock holding by the introduction of the software, versus the extent to which other factors, such as structural and/or business process changes have delivered this improvement, is hard to measure. Nevertheless Geac systems scored well for offering benefits such as reduced labour costs, more reliable and faster delivery of customer orders, reduced costs of stock holding and improved management control.

Summary of general findings

Nearly one in three mid and corporate market ERP customers originally installed their current systems before 1995 - making them nearly a decade old. Overall satisfaction levels with ERP vendors have improved over recent years, although there are significant differences between users of specific systems. Heavy bespoke has an adverse effect on customer satisfaction in terms of software functionality, and customers of heavily bespoke adaptations typically experience more serious problems in terms of ease of use, customer support, stability and upgrades.

Customer loyalty is generally good in the ERP market and is most significantly impacted by a number of factors where Geac are strong, including:

- Speed at which questions/problems are dealt with by the vendor
- Pro-activity of Account Managers
- Quality of the overall level of support/service
- Easy to adapt the software to changing business needs

About Benchmark Research

Benchmark was established in 1985 to provide specialist market information to meet the needs of the UK manufacturing and industrial market. Its ERP Vendor Performance Report, conducted in November 2004, offers comparative ratings for 21 vendors over 40 separate performance factors: you can see just how well (or poorly) each vendor and their product is doing. To find out more about the report and how to order a copy please visit www.benchmark-research.co.uk

Benchmark Research Ltd 2004 ERP Vendor Performance Survey

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