

Preface

Enterprise Systems are large-scale, real-time, integrated application-software packages that use the computational, data storage, and data transmission power of modern information technology to support processes, information flows, reporting, and business analytics within and between complex organizations (Seddon, Calvert, and Young 2010). Enterprise Systems seem to impound deep knowledge of new ways of designing and executing organizational processes, and that they can cause considerable assimilation difficulties for client organizations (Robey et al. 2002). There are several terms used in academia, *enterprise system* and *ERP* being the most commonly used refer to all large organization-wide packaged applications including enterprise resource planning (ERP), customer relationship management (CRM), supply chain management (SCM), data warehousing, and any application components of the software platforms on which these applications are built (e.g., SAP's NetWeaver and Oracle's Fusion) (Seddon, Calvert, and Young 2010). Further, there is a new frontier of applications being developed in the Enterprise Systems domain, with the enablement of cloud and mobile computing. Such technologies will provide greater innovation potential, as well as computerization to small- and medium-sized organizations (Elragal and Kommos 2012). A survey by the Gartner group on the future of corporate-wide systems adoption has found that 47% of the firms planned to move cloud-based systems within the next 5 years and the majority of those were from SMEs (Rayner 2014).

In 2006, the Special Interest Group for Enterprise Systems (SIG-ES) held their first Pre-ICIS workshop at Milwaukee, Wisconsin, USA, with Prof. Peter Seddon as the keynote speaker and Chaired by Dr. Darshana Sedera. Since then, the Enterprise Systems Pre-ICIS workshop has attracted much attention from senior and early-career academic colleagues. The papers included in this edited book represent a peer-reviewed, small sample of contemporary research that attempts to document and advance the research on diverse topics related to Enterprise Systems.

The contributory papers in this edited book are multidisciplinary in scope and cover strategic, organizational, and technological dimensions. They range from purely conceptual to literature reviews to papers on teaching-related aspects. Taken together, these papers provide a snapshot of the critical concerns and developments in the Enterprise Systems research domain. The 17 papers in this edited book were predominantly selected from workshops held in the years of 2010, 2011, and 2012. The papers are arranged in such a way that they provide a holistic value to the reader, commencing by introducing the key characteristics, next discussing the implementation, followed by the nuances of Enterprise System Use. The last few chapters discuss specific solutions like CRM and SCM application, while the concluding chapter provides the future direction of Enterprise Systems.

January 2015

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Enterprise Systems. Strategic, Organizational, and
Technological Dimensions

International Workshops, Pre-ICIS 2010, St. Louis, MO,
USA, December 12, 2010, Pre-ICIS 2011, Shanghai,
China, December 4, 2011, and Pre-ICIS 2012, Orlando,
FL, USA, December 16, 2012, Revised Selected Papers
Sedera, D.; Gronau, N.; Sumner, M. (Eds.)

2015, VIII, 281 p. 74 illus., Softcover

ISBN: 978-3-319-17586-7