

## **Mini-track title: Enterprise Systems Adoption and Business Models**

Track: Enterprise Systems (SIGEntSys)

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### **Description:**

Enterprise systems (ES), extremely complicated software packages designed for integrating data flow across an entire company, emerged as a result of evolution from MRP, MRP II and ERP systems. Stepwise, the evolving systems covered more and more areas of the company's operation and presently they extend over the organizational boundaries and support interorganizational activities. Currently, ES are expected to effectively support modern organizations that operate in a dynamic and turbulent business environment, experience the consequences of globalization, face mergers and takeovers, and may take part in various business alliances.

Frequently, the adoption of an ES is an enormous challenge for an organization which stems from the system complexity, organizational context and people involved in the implementation project. Usually, ES adoption is a long and multi-stage process during which various problems and complications may occur. Moreover, the ES adoption projects typically involve a great number of stakeholders who represent different company departments, various organizational hierarchies, and often external companies operating in various industries. These stakeholders may have conflicting interests and their own definition of project success. Overall, ES implementation projects tend to be very unique and challenging endeavors.

Providers of enterprise systems for a long time relied on strong revenues from maintenance fees besides their revenues from licenses. Nowadays, shorter product lifecycles, rising consulting revenues, Open Source Software and SaaS are impacting their business models. ES providers have to face the challenge of delivering systems which are highly customizable software products able to fit the needs of a variety of adopting companies. This might be important since, as prior research suggests, the issue of alignment between ES and adopting organizations is one of the determinants of successful enterprise system implementation.

This mini-track invites papers that examine various aspects related to the determinants of ES success and business models. Both empirical and theoretical papers are invited. The general research questions addressed in this mini-track can be formulated as follows: What are the mechanisms determining successful ES adoption? What are the underlying business models of companies delivering successfully adaptable ES? What kind of business models exist?

**Suggested topics** of interest include but are not limited to:

- motivation and justification for ES adoption,
- alignment between ES and adopting organization,
- barriers and impediments to ES adoption success,
- risk factors in ES adoption,
- critical failure factors for ES adoption,
- critical success factors for ES adoption,
- understanding of ES adoption success,
- evaluation and benchmarking of ES projects,
- multi-cultural and multi-national issues,
- multiple stakeholder perspective in ES adoption and use,
- business model frameworks,
- impact of new trends within the software industry on business models,
- business model innovation for standard software companies,
- implications of shorter product lifecycles on business models,
- SaaS related business models,
- open source software related business models.