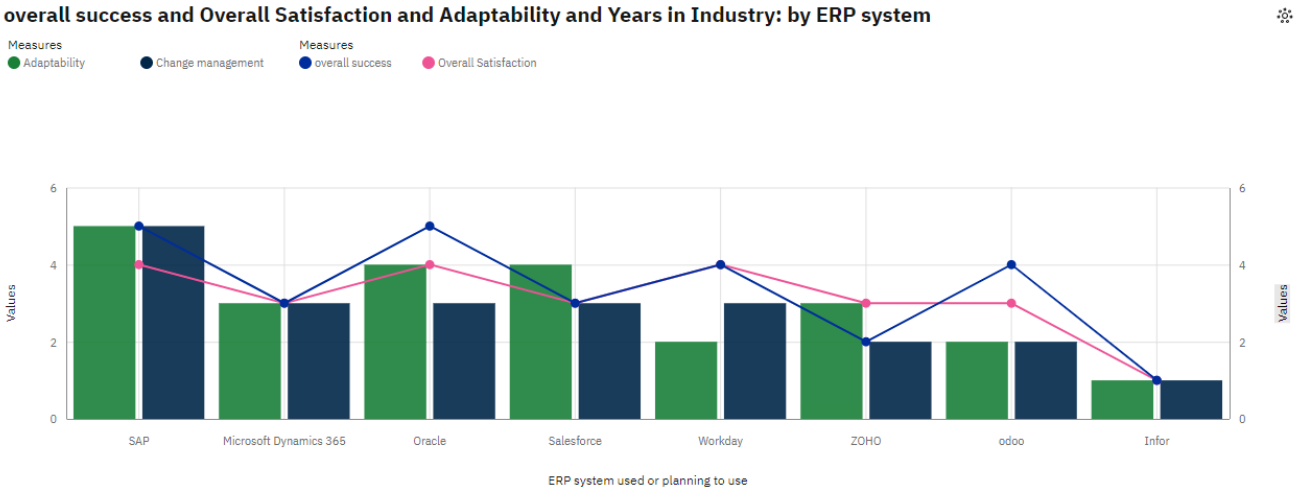
ERP Success Dashboard using IBM Cognos



This chart compares various ERP (Enterprise Resource Planning) systems based on four different measures: Adaptability, Change Management, Overall Success, and Overall Satisfaction. The ERP systems included are SAP, Microsoft Dynamics 365, Oracle, Salesforce, Workday, Zoho, Odoo, and Infor.

Here's the interpretation of each measure and its representation:

1. **Adaptability**:
   - Represented by green bars.
   - Indicates how well each ERP system can adapt to changing business needs.
2. **Change Management**:
   - Represented by blue lines with circular markers.
   - Shows how effective each ERP system is in managing changes within an organization.
3. **Overall Success**:
   - Represented by navy blue bars.
   - Reflects the overall success rate of implementing and using the ERP system.
4. **Overall Satisfaction**:
   - Represented by pink lines with square markers.
   - Measures the overall satisfaction level of users with each ERP system.

Detailed Observations:

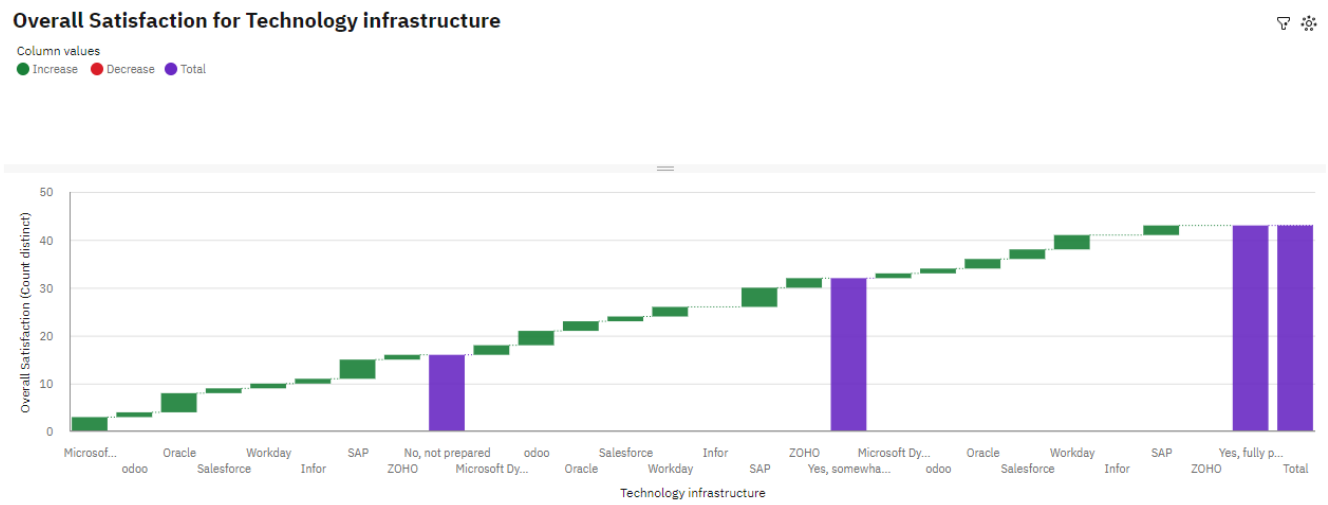
- **SAP**:
  - High adaptability (around 5).
  - Moderate change management (4).
  - Moderate overall success (3).
  - Slightly lower overall satisfaction (3).
- **Microsoft Dynamics 365**:
  - Moderate adaptability (4).
  - Lower change management (2).

    - Moderate overall success (3).
    - Moderate overall satisfaction (3).
- **Oracle**:
    - Moderate adaptability (3).
    - Lower change management (2).
    - Lower overall success (2).
    - Moderate overall satisfaction (3).
- **Salesforce**:
    - High adaptability (4).
    - Lower change management (2).
    - Higher overall success (3).
    - Moderate overall satisfaction (3).
- **Workday**:
    - Lower adaptability (2).
    - Higher change management (4).
    - Moderate overall success (3).
    - Lower overall satisfaction (2).
- **ZOHO**:
    - Moderate adaptability (3).
    - Higher change management (3).
    - Lower overall success (2).
    - Moderate overall satisfaction (3).
- **Odoo**:
    - Lower adaptability (2).
    - Highest change management (5).
    - Higher overall success (4).
    - Higher overall satisfaction (4).
- **Infor**:
    - Low adaptability (1).
    - Low change management (1).
    - Low overall success (1).
    - Low overall satisfaction (1).

Key Insights:

- **ERP system** used or planning to use **SAP** has the highest values of both Adaptability and Change management.
- **SAP** and **Salesforce** have high adaptability but vary in other measures.
- **Odoo** performs well in change management, overall success, and satisfaction but has lower adaptability.
- **Infor** shows the lowest performance across all measures.
- **Microsoft Dynamics 365** and **Oracle** have balanced scores but generally lower than SAP and Odoo in adaptability and change management.

This visualization provides a comparative overview to help businesses evaluate and select the most suitable ERP system based on their specific needs and priorities in adaptability, change management, overall success, and satisfaction.



This waterfall chart illustrates the overall satisfaction for technology infrastructure across various ERP systems, represented by the count of distinct satisfaction ratings. The chart categorizes the changes in satisfaction as either increases (green bars) or decreases (red bars), with cumulative totals shown in purple.

Detailed Observations:

1. **Microsoft Dynamics 365 (Initial)**:
   - Starting point of the chart with a low overall satisfaction count.
2. **Increases (Green Bars)**:
   - Sequentially add to the overall satisfaction count for each ERP system, indicating positive feedback.
   - ERP systems with positive contributions to satisfaction include:
     - Odoo
     - Oracle
     - Workday
     - Salesforce
     - Infor
     - SAP
     - ZOHO
   - The increase continues through various points in the chart, showing progressive contributions from different systems.
3. **Decreases (Red Bars)**:
   - Not explicitly represented in the visual, likely because there are no notable decreases in this particular dataset.
4. **Cumulative Totals (Purple Bars)**:
   - The purple bars represent cumulative totals, encapsulating overall satisfaction from multiple systems.
   - "No, not prepared" and "Yes, somewhat prepared" appear as notable cumulative points with large jumps in satisfaction count.
   - The final purple bar "Total" shows the aggregate of all satisfaction counts.
5. **Key Categories (X-axis)**:
   - Labels such as "No, not prepared," "Yes, somewhat prepared," and "Yes, fully prepared" suggest different levels of preparedness for technology infrastructure.
   - ERP systems mentioned include:

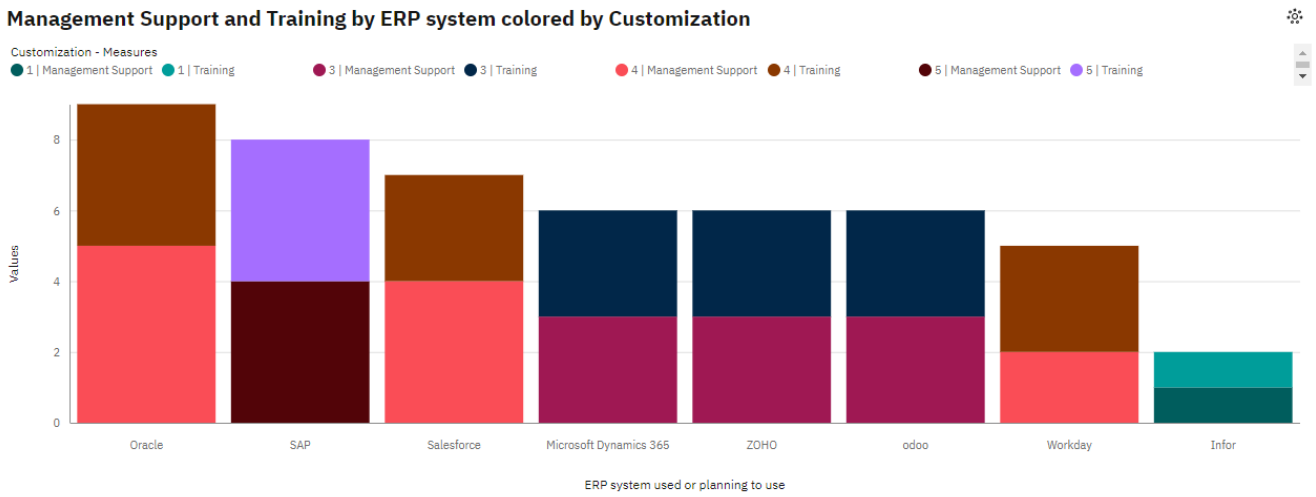
- Microsoft Dynamics 365
- Odoo
- Oracle
- Workday
- Salesforce
- Infor
- SAP
- ZOHO

6. **Overall Satisfaction Count (Y-axis)**:
    - Ranges from 0 to around 50, showing the distribution of satisfaction counts.
    - As satisfaction counts increase, the green bars extend upwards, indicating an improvement in user satisfaction with the technology infrastructure of the respective ERP systems.

Key Insights:

- **SAP, ZOHO, and "Yes, fully prepared"** have significant positive contributions to overall satisfaction.
- **ERP systems generally contribute positively** to overall satisfaction, with no significant negative changes depicted.
- **Preparedness levels ("No, not prepared", "Yes, somewhat prepared", "Yes, fully prepared")** play a significant role in determining overall satisfaction.

The chart visually demonstrates how different ERP systems and levels of preparedness contribute to the overall satisfaction of technology infrastructure, highlighting areas of strength and cumulative impacts.



This stacked column chart displays Management Support and Training by ERP system, with each ERP system's columns segmented by different levels of customization, measured on a scale from 1 to 5. Each segment's color represents the customization measure for either Management Support or Training.

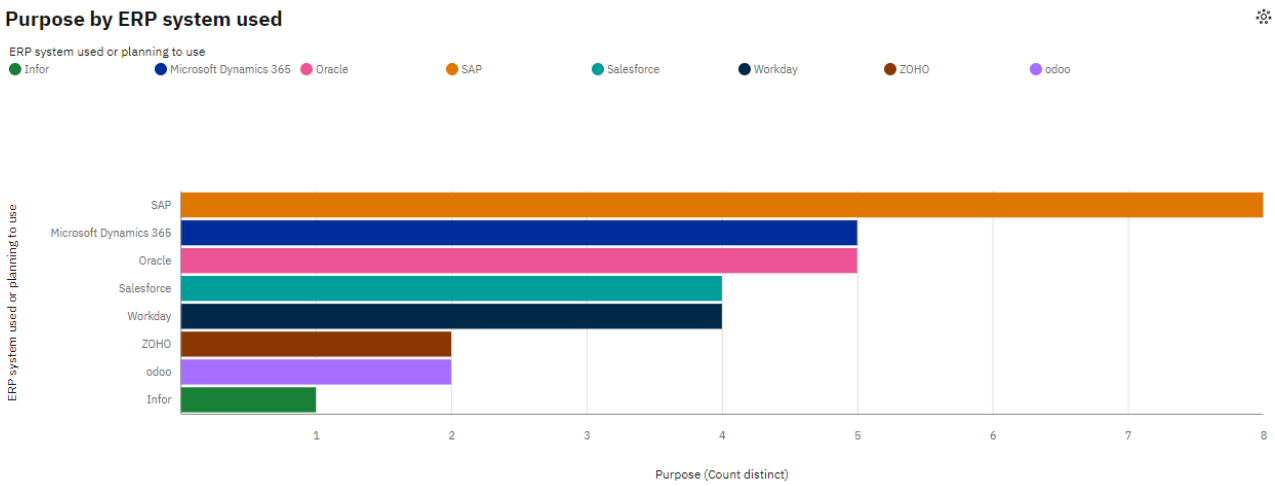
Detailed Observations:

1. **Oracle**:
    - Management Support: Customization level 1 (green) and level 3 (brown).
    - Training: Customization level 1 (teal) and level 4 (red).

    - Highest value in Training level 4.
2. **SAP**:
    - Management Support: Customization level 3 (brown) and level 5 (dark brown).
    - Training: Customization level 5 (purple).
    - Balanced between higher levels of Management Support and Training.
3. **Salesforce**:
    - Management Support: Customization level 1 (green) and level 4 (brown).
    - Training: Customization level 1 (teal) and level 4 (red).
    - Moderate value for both Management Support and Training at customization level 4.
4. **Microsoft Dynamics 365**:
    - Management Support: Customization level 3 (brown).
    - Training: Customization level 3 (blue).
    - Similar moderate levels for both categories.
5. **ZOHO**:
    - Management Support: Customization level 3 (brown).
    - Training: Customization level 3 (blue).
    - Equal representation of Management Support and Training at customization level 3.
6. **Odoo**:
    - Management Support: Customization level 3 (brown).
    - Training: Customization level 3 (blue).
    - Similar pattern as ZOHO with equal distribution.
7. **Workday**:
    - Management Support: Customization level 1 (green) and level 4 (brown).
    - Training: Customization level 1 (teal) and level 4 (red).
    - Notable representation in customization level 4 for both categories.
8. **Infor**:
    - Management Support: Customization level 1 (green) and level 3 (brown).
    - Training: Customization level 1 (teal) and level 3 (blue).
    - Lower overall values but equally distributed between customization levels 1 and 3.

Key Insights:

- **High Customization in SAP and Oracle**: SAP and Oracle show high levels of Management Support and Training at higher customization levels (4 and 5).
- **Balanced Customization in Salesforce, Microsoft Dynamics 365, ZOHO, and Odoo**: These systems display moderate customization levels (3 and 4), indicating a balanced approach to both Management Support and Training.
- **Lower Customization in Infor**: Infor has the lowest values but maintains equal customization levels 1 and 3.
- **Customization Trends**: The chart demonstrates a trend where higher customization levels correlate with higher values in Management Support and Training, especially in SAP and Oracle.



The chart provides a comparative view of how different ERP systems allocate customization for Management Support and Training, helping to identify which systems prioritize higher levels of customization in these areas.

This bar chart illustrates the purposes for which various ERP systems are used or planned to be used, represented by the count of distinct purposes. The chart categorizes the number of purposes each ERP system serves, which include ERP, HRMS & CMS, Cargo/courier services ERP (& users), SASS Online, Quality Control, CNC machine monitoring, Manufacturing, Manufacturing - CNC, ERP Manufacturing, HRMS, CMS, CRM, and ERP & HRMS.

Detailed Observations:

1. **SAP (Orange)**:
    - Highest count of distinct purposes, with 7 different purposes being served.
2. **Microsoft Dynamics 365 (Dark Blue)**:
    - Second highest, with 5 distinct purposes served.
3. **Oracle (Pink)**:
    - Also serves 5 distinct purposes, similar to Microsoft Dynamics 365.
4. **Salesforce (Teal)**:
    - Used or planned to be used for 4 distinct purposes.
5. **Workday (Dark Teal)**:
    - Serves 4 distinct purposes, same as Salesforce.
6. **ZOHO (Brown)**:
    - Used or planned to be used for 2 distinct purposes.
7. **odoo (Purple)**:
    - Also serves 2 distinct purposes.
8. **Infor (Green)**:
    - Has the lowest count, being used for 1 distinct purpose.

Key Categories (Y-axis):

- The ERP systems listed include SAP, Microsoft Dynamics 365, Oracle, Salesforce, Workday, ZOHO, odoo, and Infor.

Number of Purposes (X-axis):

- The count ranges from 1 to 7, indicating the number of distinct purposes each ERP system serves.

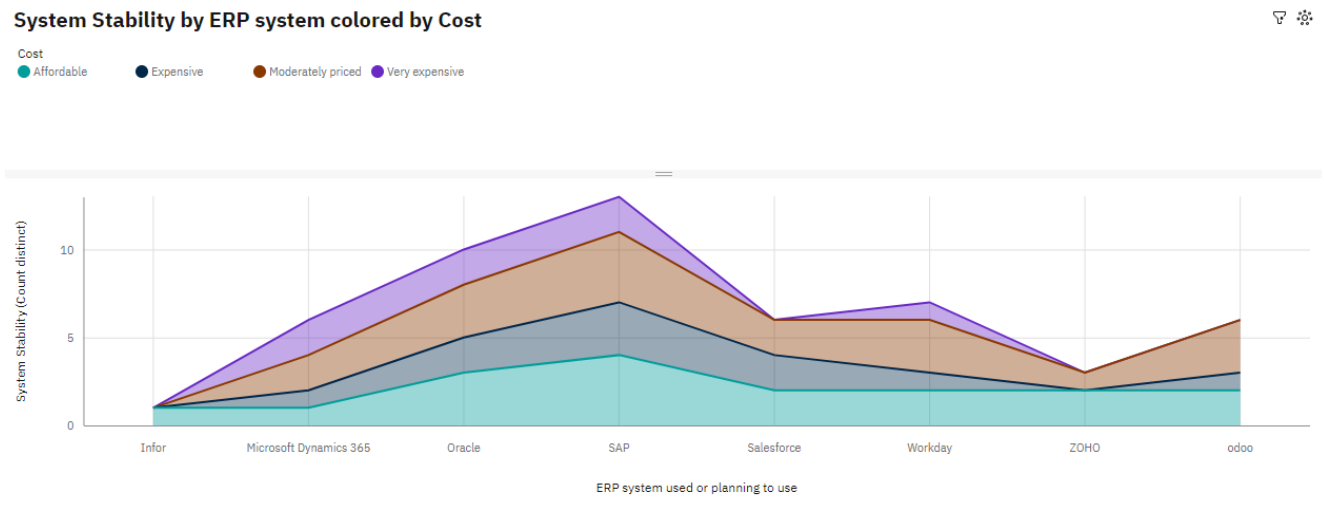
Purposes Include:

- **ERP, HRMS & CMS**
- **Cargo/courier services ERP (& users)**
- **SASS Online**
- **Quality Control**
- **CNC machine monitoring**
- **Manufacturing**
- **Manufacturing - CNC**
- **ERP Manufacturing**
- **HRMS**
- **CMS**
- **CRM**
- **ERP & HRMS**

Key Insights:

- **SAP** shows significant versatility with the highest number of purposes.
- **Microsoft Dynamics 365** and **Oracle** are also versatile, serving multiple purposes (5 each).
- **Salesforce** and **Workday** contribute positively with 4 purposes each.
- **ZOHO** and **odoo** have moderate versatility with 2 purposes each.
- **Infor** shows limited use with only 1 distinct purpose.

The chart visually demonstrates the range of purposes for which different ERP systems are used, highlighting the versatility and utility of each system in various applications.



This area chart illustrates system stability across various ERP systems, categorized by cost. The ERP systems are shown on the x-axis, and the count of distinct stability metrics is on the y-axis. Different cost categories are represented by color:

- Affordable (Teal)
- Expensive (Dark Blue)
- Moderately priced (Brown)
- Very expensive (Purple)

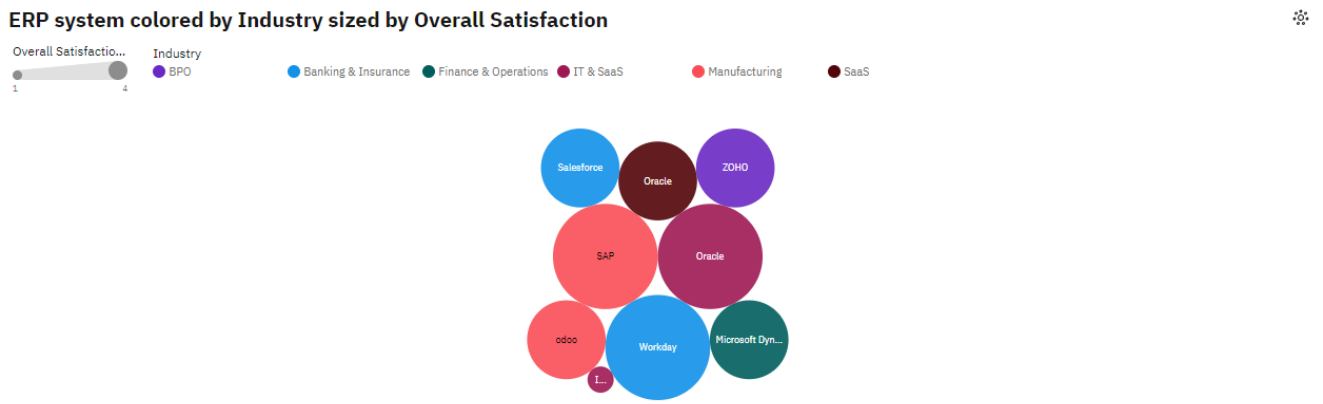
Detailed Observations:

1. **Infor**:
   - Low system stability with a small contribution from the "Affordable" category.
2. **Microsoft Dynamics 365**:
   - Moderate system stability.
   - Contributions from "Affordable," "Expensive," and "Very expensive" categories.
3. **Oracle**:
   - Higher system stability.
   - Significant contributions from "Affordable," "Expensive," and "Moderately priced" categories.
4. **SAP**:
   - Highest system stability.
   - Major contributions from "Affordable," "Expensive," "Moderately priced," and "Very expensive" categories.
5. **Salesforce**:
   - Moderate system stability.
   - Contributions primarily from "Affordable," "Expensive," and "Moderately priced" categories.
6. **Workday**:
   - Similar to Salesforce in terms of stability.
   - Contributions from all four cost categories.
7. **ZOHO**:
   - Low system stability.
   - Contributions mainly from "Affordable" and "Moderately priced" categories.
8. **odoo**:
   - Slight increase in stability compared to ZOHO.
   - Contributions from "Affordable," "Moderately priced," and "Very expensive" categories.

Key Insights:

- **SAP** demonstrates the highest system stability with diverse contributions across all cost categories, indicating it is widely used and considered stable at different pricing tiers.
- **Microsoft Dynamics 365**, **Oracle**, **Salesforce**, and **Workday** show moderate stability, with varied contributions from different cost categories.
- **ZOHO** and **odoo** exhibit lower stability, with fewer contributions from higher cost categories.
- The "Affordable" category contributes consistently across all ERP systems, indicating a baseline level of stability for more budget-friendly options.
- The "Very expensive" category, though less frequent, shows significant peaks, especially for **SAP** and to some extent for **Oracle** and **odoo**, suggesting high stability at higher costs.

The chart visually demonstrates the relationship between the cost of ERP systems and their perceived stability, highlighting how different pricing tiers impact overall stability metrics across various ERP solutions.



This packed bubble chart visualizes different ERP systems, colored by industry and sized by overall satisfaction. Each bubble represents an ERP system, with its size indicating the level of overall satisfaction (ranging from 1 to 4) and its color corresponding to the industry it serves.

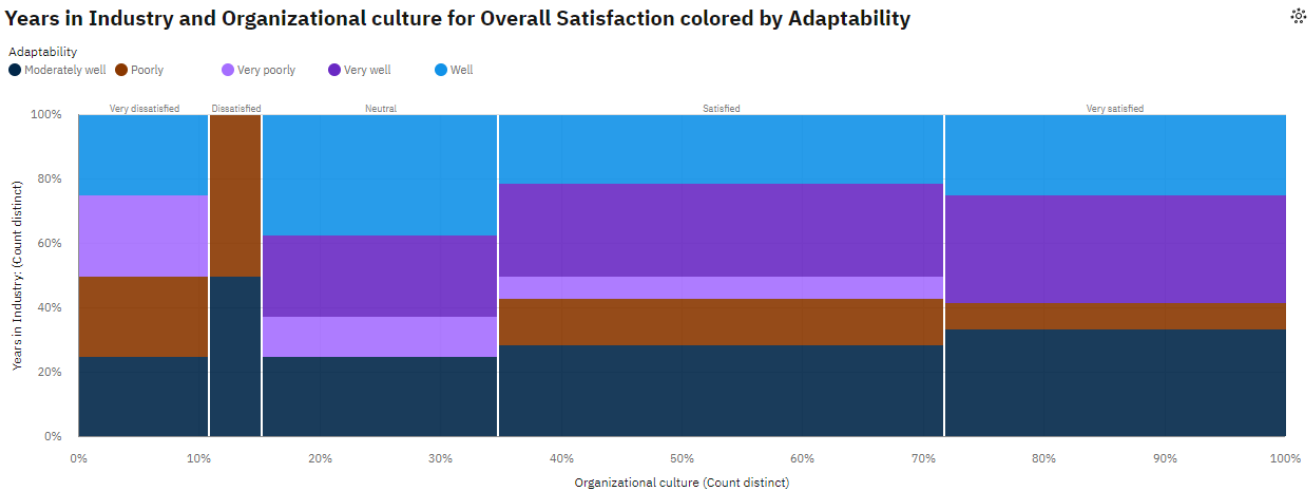
Detailed Observations:

1. **Colors Representing Industries**:
   - Blue: Banking & Insurance
   - Teal: Finance & Operations
   - Brown: IT & SaaS
   - Pink: Manufacturing
   - Dark Brown: SaaS
   - Purple: BPO
2. **Bubble Sizes Indicating Overall Satisfaction**:
   - Larger bubbles represent higher overall satisfaction.
   - Smaller bubbles represent lower overall satisfaction.
3. **ERP Systems and Industries**:
   - **Salesforce** (Banking & Insurance, blue): Medium size bubble indicating moderate overall satisfaction.
   - **Oracle** (Two bubbles in IT & SaaS, brown and SaaS, dark brown): Medium to large size bubbles indicating moderate to high satisfaction.
   - **ZOHO** (BPO, purple): Medium size bubble indicating moderate satisfaction.
   - **SAP** (Manufacturing, pink): Large size bubble indicating high satisfaction.
   - **Workday** (Banking & Insurance, blue): Medium size bubble indicating moderate satisfaction.
   - **Microsoft Dynamics 365** (Finance & Operations, teal): Medium size bubble indicating moderate satisfaction.
   - **Odoo** (Manufacturing, pink): Smaller size bubble indicating lower satisfaction.
   - **Infor** (IT & SaaS, brown): Smallest size bubble indicating lowest satisfaction.

Key Insights:

1. **High Satisfaction**:
   - **SAP** in the Manufacturing industry has the largest bubble, indicating the highest overall satisfaction.
2. **Moderate Satisfaction**:
   - **Salesforce** (Banking & Insurance), **Oracle** (IT & SaaS and SaaS), **ZOHO** (BPO), **Workday** (Banking & Insurance), and **Microsoft Dynamics 365** (Finance & Operations) all have medium-sized bubbles, indicating moderate satisfaction levels.
3. **Low Satisfaction**:
   - **Odoo** (Manufacturing) and **Infor** (IT & SaaS) have smaller bubbles, indicating lower satisfaction levels.
4. **Industry Representation**:
   - Multiple industries are represented, with IT & SaaS and Manufacturing being prominent.
   - ERP systems like **Oracle** and **SAP** are used across different industries, showing their versatility.

This chart helps in understanding the overall satisfaction levels of various ERP systems across different industries, highlighting which systems perform better in terms of user satisfaction.



This Marimekko chart displays the relationship between years in the industry, organizational culture, overall satisfaction, and adaptability. Each section of the chart represents different levels of overall satisfaction (from "Very dissatisfied" to "Very satisfied"), with the width of each section indicating the count distinct of organizational culture. The colors within each section represent how well adaptability is rated (from "Very poorly" to "Very well").

Detailed Observations:

1. **Overall Satisfaction Categories**:
   - **Very dissatisfied**
   - **Dissatisfied**
   - **Neutral**
   - **Satisfied**

    - **Very satisfied**
2. **Adaptability Levels (Colors)**:
    - Very poorly (light purple)
    - Poorly (brown)
    - Moderately well (blue)
    - Well (light blue)
    - Very well (dark blue)
3. **Years in Industry**:
    - Represented on the y-axis, with the height of each segment showing the proportion of years in industry for each adaptability rating within the overall satisfaction category.

Key Insights:

1. **Very Dissatisfied**:
    - Majority of respondents rate adaptability as "Very poorly" (light purple) and "Poorly" (brown).
    - Minimal representation of "Well" or "Very well" adaptability ratings.
2. **Dissatisfied**:
    - Significant portion still rates adaptability as "Very poorly" (light purple) and "Poorly" (brown).
    - Some improvement seen with a few respondents rating adaptability as "Moderately well" (blue) and "Well" (light blue).
3. **Neutral**:
    - Diverse adaptability ratings, with a notable presence of "Moderately well" (blue) and "Very well" (dark blue).
    - Fewer ratings of "Very poorly" and "Poorly" compared to the dissatisfied categories.
4. **Satisfied**:
    - High proportion of respondents rate adaptability as "Moderately well" (blue), "Well" (light blue), and "Very well" (dark blue).
    - Lesser presence of "Very poorly" and "Poorly" adaptability ratings.
5. **Very Satisfied**:
    - Dominated by "Moderately well" (blue) and "Very well" (dark blue) ratings.
    - Adaptability is generally rated higher in this category, indicating a strong correlation between high adaptability ratings and overall satisfaction.

Organizational Culture and Satisfaction:

- The width of each section (organizational culture count distinct) increases progressively from "Very dissatisfied" to "Very satisfied."
- This indicates that as overall satisfaction increases, the organizational culture tends to have higher adaptability ratings.

Conclusion:

- **Higher Satisfaction Correlates with Higher Adaptability**: Organizations that rate higher on overall satisfaction tend to also rate higher on adaptability.
- **Low Satisfaction and Poor Adaptability**: Lower satisfaction categories ("Very dissatisfied" and "Dissatisfied") are associated with lower adaptability ratings.

- **Organizational Culture Impact**: A positive organizational culture appears to support better adaptability and higher overall satisfaction.

This chart visually communicates the importance of adaptability within organizations and its impact on overall satisfaction, highlighting the need for businesses to focus on adaptability to achieve higher satisfaction levels.

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This dashboard provides a holistic view of how different ERP systems perform across various metrics, offering insights into their adaptability, overall success, user satisfaction, cost, support, training, and industry applications. Here's the narrative it tells:

Story Overview:

In the landscape of ERP systems, organizations seek solutions that not only fit their budget but also drive success, adaptability, and user satisfaction. This dashboard explores several prominent ERP systems, including SAP, Microsoft Dynamics 365, Oracle, Salesforce, Workday, ZOHO, Odoo, and Infor, analyzing their performance across multiple dimensions.

Key Findings:

1. **Adaptability and Satisfaction**:
    - **SAP and Oracle** stand out for their high success and user satisfaction despite their varying levels of adaptability.
    - **Microsoft Dynamics 365 and Workday** maintain a balanced performance across adaptability, success, and satisfaction.
    - **Salesforce**, while showing high overall success, indicates a need for improvement in adaptability.
    - **ZOHO and Odoo** exhibit moderate adaptability but lower overall success and satisfaction.
    - **Infor** falls behind in most measures, indicating room for significant improvement.
2. **Support and Training**:
    - **SAP and Oracle** excel in providing robust management support and training, which correlates with their high satisfaction levels.
    - **Salesforce and Microsoft Dynamics 365** also show strong training programs, though their management support varies.
    - **Infor and Odoo** lag in both support and training, reflecting their lower satisfaction ratings.
3. **Purpose and Industry Usage**:
    - **Infor** is predominantly used in the BPO sector, suggesting a niche application.
    - **SAP** and **Oracle** cater to diverse industries, with high satisfaction noted in manufacturing and IT & SaaS.
    - **Salesforce** shows strong performance in banking and insurance, while **Microsoft Dynamics 365** is favored in finance and operations.
4. **Cost and Stability**:
    - **SAP and Salesforce** are among the more expensive options but justify their costs with high stability and user satisfaction.
    - **Infor and Oracle** offer more affordable solutions but vary in stability and satisfaction.
    - **ZOHO and Odoo** are cost-effective choices with moderate stability.
5. **Technology Infrastructure Satisfaction**:
    - Most ERP systems report increased satisfaction with technology infrastructure, highlighting successful tech integration.
    - **ZOHO** stands out for a notable number of decreases, indicating potential issues with tech infrastructure satisfaction.
6. **Years in Industry and Organizational Culture**:
    - There is a clear correlation between higher adaptability ratings and increased overall satisfaction.
    - Organizations with strong adaptability are more likely to report being satisfied or very satisfied with their ERP systems.

Conclusion:

The dashboard paints a comprehensive picture of the ERP system landscape, revealing the strengths and weaknesses of each system. SAP and Oracle emerge as leaders, balancing cost, support, and satisfaction. Microsoft Dynamics 365 and Workday offer balanced, mid-range options, while Salesforce excels in specific industries. ZOHO and Odoo provide budget-friendly alternatives with moderate success, and Infor, while affordable, shows potential for improvement.

Organizations can leverage these insights to choose an ERP system that aligns with their specific needs, budget, and industry requirements, ultimately driving success and satisfaction in their operations.