# Software Hall of Shame

| YEAR | COMPANY | OUTCOME (COSTS IN US $) |
|---|---|---|
| 2005 | Hudson Bay Co. [Canada] | Problems with inventory system contribute to $33.3 million* loss. |
| 2004–05 | UK Inland Revenue | Software errors contribute to $3.45 billion* tax-credit overpayment. |
| 2004 | Avis Europe PLC [UK] | Enterprise resource planning (ERP) system canceled after $54.5 million† is spent. |
| 2004 | Ford Motor Co. | Purchasing system abandoned after deployment costing approximately $400 million. |
| 2004 | J Sainsbury PLC [UK] | Supply-chain management system abandoned after deployment costing $527 million.† |
| 2004 | Hewlett-Packard Co. | Problems with ERP system contribute to $160 million loss. |
| 2003–04 | AT&T Wireless | Customer relations management (CRM) upgrade problems lead to revenue loss of $100 million. |
| 2002 | McDonald's Corp. | The Innovate information-purchasing system canceled after $170 million is spent. |
| 2002 | Sydney Water Corp. [Australia] | Billing system canceled after $33.2 million† is spent. |
| 2002 | CIGNA Corp. | Problems with CRM system contribute to $445 million loss. |
| 2001 | Nike Inc. | Problems with supply-chain management system contribute to $100 million loss. |
| 2001 | Kmart Corp. | Supply-chain management system canceled after $130 million is spent. |
| 2000 | Washington, D.C. | City payroll system abandoned after deployment costing $25 million. |
| 1999 | United Way | Administrative processing system canceled after $12 million is spent. |
| 1999 | State of Mississippi | Tax system canceled after $11.2 million is spent; state receives $185 million damages. |
| 1999 | Hershey Foods Corp. | Problems with ERP system contribute to $151 million loss. |
| 1998 | Snap-on Inc. | Problems with order-entry system contribute to revenue loss of $50 million. |
| 1997 | U.S. Internal Revenue Service | Tax modernization effort canceled after $4 billion is spent. |
| 1997 | State of Washington | Department of Motor Vehicle (DMV) system canceled after $40 million is spent. |
| 1997 | Oxford Health Plans Inc. | Billing and claims system problems contribute to quarterly loss; stock plummets, leading to $3.4 billion loss in corporate value. |
| 1996 | Arianespace [France] | Software specification and design errors cause $350 million Ariane 5 rocket to explode. |
| 1996 | FoxMeyer Drug Co. | $40 million ERP system abandoned after deployment, forcing company into bankruptcy. |
| 1995 | Toronto Stock Exchange [Canada] | Electronic trading system canceled after $25.5 million** is spent. |
| 1994 | U.S. Federal Aviation Administration | Advanced Automation System canceled after $2.6 billion is spent. |
| 1994 | State of California | DMV system canceled after $44 million is spent. |
| 1994 | Chemical Bank | Software error causes a total of $15 million to be deducted from 100 000 customer accounts. |
| 1993 | London Stock Exchange [UK] | Taurus stock settlement system canceled after $600 million** is spent. |
| 1993 | Allstate Insurance Co. | Office automation system abandoned after deployment, costing $130 million. |
| 1993 | London Ambulance Service [UK] | Dispatch system canceled in 1990 at $11.25 million**; second attempt abandoned after deployment, costing $15 million.** |
| 1993 | Greyhound Lines Inc. | Bus reservation system crashes repeatedly upon introduction, contributing to revenue loss of $61 million. |
| 1992 | Budget Rent-A-Car, Hilton Hotels, Marriott International, and AMR [American Airlines] | Travel reservation system canceled after $165 million is spent. |