

# 2009 Top ERP Management Outsourcing Vendors, Black Book Survey 2009 Results

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## Abstracts

In 2009, the Black Book IT ERP management outsourcing client/user survey investigated over 550 contracts held by 1,888 of the top outsourced ERP management spending corporations and organizations globally.

### Key findings

**Key finding:** most important customer satisfaction KPIs

Customization, interfaces, reliability and deployment are the most important attributes influencing client companies' satisfaction with their ERP outsourcing providers.

**Key finding:** ITO infrastructure vendor satisfaction is highest among midmarket vendors

Clients with annual revenues from \$100m to \$1 billion are significantly more satisfied with their ERP outsourcer than are large market cap clients. Strong satisfaction in the mid-market segment surged to 82.5% in 2009, while large market (\$1 billion-plus in annual revenues) maintained a strong satisfaction in 74.8% of all clients.

## Contents

### INTRODUCTION

ERP and the economic climate  
Overview of the ERP management market

### SUMMARY

Survey overview  
Key findings  
ERP management outsourcing vendor – top honors overall 2009  
ERP management outsourcing vendor – top vendor by ERP system supported 2009  
ERP management outsourcing vendor – top vendor by market size client 2009  
ERP management outsourcing vendor – top vendor by geographic location of client 2009

### BLACK BOOK METHODOLOGY

How the data sets are collected  
Understanding the statistical confidence of Black Book data  
Who participates in the Black Book ranking process  
IT ERP management outsourcing vendor rankings and results – 2009

### TOP 20 ERP Management OUTSOURCING VENDORS

### STOP LIGHT SCORING KEY

Operational excellence of ERP management outsourcing vendors

### OVERALL KPI LEADERS

Summary of criteria outcomes  
Top score per individual criteria

### INDIVIDUAL KEY PERFORMANCE

### APPENDIX

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