



Chapter VII

ERP Systems and Competitive Advantage: A Case Study of Key Success Factors and Strategic Processes

Thomas Kalling
Lund University, Sweden

ABSTRACT

This chapter describes the processes that firms and managers go through in their quests to create and sustain competitive advantages based on so-called Enterprise Resource Planning (ERP) systems. It is based on resource-based theory, combined with the strategy process perspective and with existing literature on information technology and ERP. The theoretic framework is extended through a detailed case study of a specific in-house ERP venture in a European multinational manufacturing company in the paper packaging industry. The emergent resource management framework describes cognitive and cultural factors that support or hamper progress, including uncertainty, knowledge gaps, knowledge transfer issue, and the problems of ensuring that ERP usage is converted into competitive advantage. The framework also addresses managerial implications and potential solutions to such obstacles throughout the process.

INTRODUCTION

The demand for so-called Enterprise Resource Planning (ERP) systems¹ has soared. Triggered by Y2K-compliance problems and the popularity of systems such as SAP's R/3, corporate investments in ERP have been significant over the last years. Research into ERP has focused on how these systems add value (Davenport, 1998; Markus & Tanis, 1999; Robey, Ross, & Boudreau, 2002; Ross & Vitale, 2000; Somers & Nelson, 2001), implementation issues (Markus, Axline, Petrie, & Tanis, 2000; Markus, Petrie, & Axline, 2000; Parr, Shanks, & Darke, 1999; Robey et al., 2002; Scott & Vessey, 2001), and how they should be combined with other information technology (IT) resources (Hayman, 2000; Hong & Kim, 2002).

Being a relatively novel phenomenon, there are aspects of ERP that have not been covered well in research—yet. Two such interrelated issues are (1) the relation between ERP and competitive advantage, and (2) the managerial and organisational processes that lead to ERP-based competitive advantage.

Relating to first issue, it is still questionable whether investments in ERP systems have produced *competitive advantages* for investing companies, a question that is valid for IT in general as well. There is a shortage of empirical research on the specific matter, and the few references that do exist treat the issue of gaining competitive advantage in a relatively simplistic fashion (Kirchmer, 1998) or simply overlook it. The so-called Resource-Based View (RBV) provides a broader perspective because it focuses the sustainability of competitive advantage (Barney, 1991; Dierickx & Cool, 1989). Within IT, this need has been addressed by Clemons and Row (1991) and Powell and Dent-Micallef (1997) in the application of the so-called *competitive necessity* concept, and also by Ciborra (1994) and Bharadwaj (2000).

However, RBV too has limitations, for which it has been criticised (cf. Eisenhardt & Martin, 2000; Priem & Butler, 2001; Williamson, 1999). One such limitation is the relative focus on the strategy content (e.g., strategic resource attributes) rather than the strategy process (e.g., how resources become valuable and unique). In relation to IT, this stream of criticism corresponds to the second issue described above. Not only is there lacking insight into the attributes of ERP resources that enable competitive advantage, there is also lacking insight into the processes that lead to ERP-based competitive advantage. Within the field of IT, only Ciborra (1994) and Andreu and Ciborra (1996) have addressed the importance of combining RBV with a process perspective. There is a relative focus on IT *content* or *conditions* (Mata, Fuerst, & Barnett, 1995; Powell & Dent-Micallef, 1997). The *processes* by which such advantages evolve and how managers and users manage

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