The extant literature on enterprise resource planning (ERP) introduces prospective users to systems, products, and vendors—as well as to the potential benefits and challenges of implementation. Although many journal and magazine articles do these tasks quite well, the most inclusive—and most current—basic information on ERP systems is on the Internet.

The most comprehensive coverage of ERP systems is on CIO (http://www.cio.com), an online resource for chief information officers and all information technology personnel. CIO maintains a Web area called the “ERP Research Center,” where articles, research papers, and other resources can be found. The Web site is geared toward the private sector, but includes valuable information ranging from the comprehensive "The ABC's of ERP" to industry-specific articles such as "Can ERP Save A&P?"

In particular, Koch's "The ABC's of ERP," a regularly updated feature of the site, provides information on ERP definitions, potential, costs, return on investment (ROI), and other areas. Many of the themes in Koch's article, such as the hidden costs of training and customization, are found throughout the ERP literature, making the CIO resources an essential starting point for those interested in beginning to plan for an ERP system.

Technet also provides a good starting point for ERP understanding and study with its "ERP Supersite" (http://techupdate.cnet.com/enterprise/0-6449811-724-6733082.html). Like CIO, this site, by ZDNet, provides a wealth of information on ERP basics, including vendor profiles, build-or-buy articles, trends, cost analysis, and an “Applications Update” section (http://techupdate.zdnet.com/techupdate/filters/mrc/0,14175,6020443,00.html) that will keep readers up-to-date on what is happening within the industry.

Another Web clearinghouse, ERP Central (http://erpcentral.com), provides resources through vendor-specific forums where clients can seek support—both technical and emotional—from their peers who use the same software. ERP Central also has links to leading research centers and has a robust job search exchange.

Within the technology information market, there are many Web sites such as "ERPassist" at IT Toolbox (http://www.erpassist.com/nav/t.asp?t=404&p=404&h1=404). Such Web sites are geared toward technical personnel with specific questions about functionality and do not shed light on the more general impact of ERP.


R. Shaw, “ABC and ERP: Partners At Last—When SAP AG and ABC Technologies signed a partnership agreement last September the prospects for a real integration of enterprise resource planning implementations (SAP) and activity-based costing/management (ABC Technologies) never looked brighter,” Management Accounting, Vol. 80, No. 5, 1998, p. 56.


M. Veverka, “First Y2K, Now This,” Barron’s, 2000, p. 67.

Much of the literature on enterprise resource planning systems has been generated by private research and consulting firms. Many articles cite research by Deloitte Consulting, Gartner Inc., Forrester, and others who provide information at cost to businesses. Gartner Inc. has a comprehensive research base of information regarding ERP and higher education. These research papers are not available in most libraries or via the Internet without cost.