



**Konradin ERP Study 2007 extract**



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*"For 16 years we have been working with the abas Business Software. Monetary union, trust agency, reprivatization, inability to pay and since 2004 successful on the market again with an Indian management, subsidiary companies in the US and India. And all of that with ABAS. Nothing better can be found." Roland Leitloff, Controlling, Flanschenwerk Bebitz GmbH*

**BVS**  
Blechtechnik

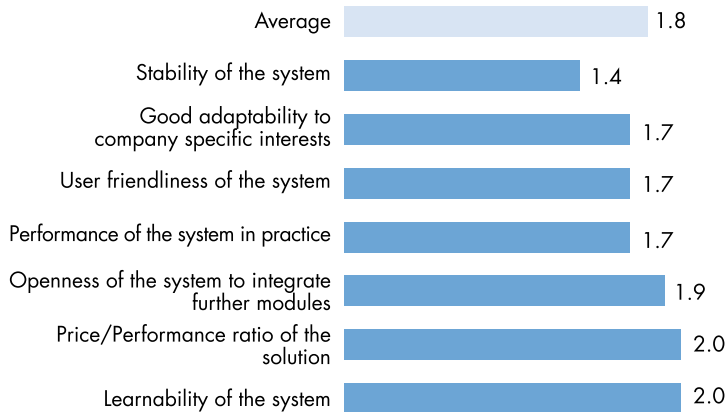
*"The decision for the software by ABAS was made eleven years ago. Since its implementation the system has been running smoothly so that we never have to worry about it. This was one of the best decisions I have so far made as a businessman." Harald Steiner, Manager, BVS Blechtechnik GmbH*

## The ERP study of the Konradin Media Group 2007

It is not easy to find a suitable ERP solution. The well-known ERP study by the Konradin Media Group helps companies when selecting an ERP software. The study has been carried out regularly since 1999. Not many studies go into such detail when it comes to ERP systems and satisfaction regarding the implemented solution. For the current study more than 1500 users from the process industry, mechanical engineering, plant engineering and construction, vehicle construction and component supplier industry, electrotechnology and electronics industry have rated their respective IT environment. The independent market research institute Foerster&Thelen/webfrager was contracted to carry out an interview on the basis of a standardized questionnaire. The interviews were generated in parallel as online questionnaires and as interviews per telephone (CATI - computer assisted telephone interview).

# System

## System performance



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### Importance of individual criteria in an ERP solution

(by scale = 1 very important, 6 = completely unimportant)

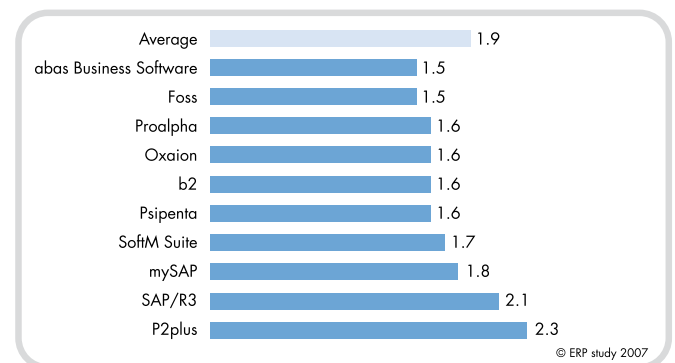
**“Before the individual ratings were given, firstly it was asked which criteria the users thought were important in an ERP solution - that is to say which aspects were particularly important when making a decision on a solution.”\***

### Importance of the individual criteria

“In the total valuation by all sizes of companies and sectors of industry, the criterion „System stability“ with the grading of 1.4 was the highest priority for users. „Easy adjustability“, „user friendly operation“ and also „performance in practice“ are in position 2 with a grading of 1.7.”\*



## Stability



© ERP study 2007

(by scale 1 = very content, 6 = completely discontent)

### Stability of the implemented ERP solution

“The average grade here is 1.9 (2005 = 1.8). The abas Business Software and Foss are rated with the best system stability. The users are not content with the stability of P2plus. The system falls from a 2.1 grading in 2005 to a 2.3 and is given the red light for this criterion. SAPs R/3 receives the second lowest grading at 2.1 - a tenth worse than 2005.”\*

**HIRSCHMANN**

"In the past years the abas Business Software has proven itself as a very robust system. Since the implementation we did not have any downtime due to software errors." Achim Kern, IT Manager, Hirschmann GmbH

**SEIDL**

"Installed in 1993 and it runs, and runs, ... So far we were able to implement all of our requirements." Mathias Heger, CEO, Seidl Kunststoffverarbeitung GmbH

**Berner**  
Kunststofftechnik GmbH

"Due to the best integration options with the also newly acquired PDC-MDE system and the graphical planning monitor Provis/KapPlan, we opted for ABAS. The easy adaptability and expansion options through the flexible interface programming FOP is a plus for ABAS." Stefan Goretzki, Head of IT, Berner Kunststofftechnik GmbH

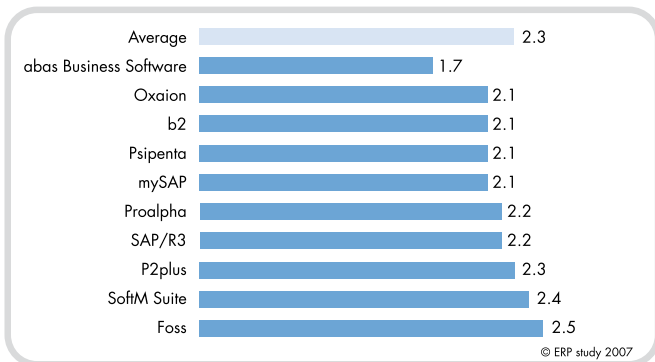
**Lägler**  
WELTWEIT FÜHREND IN DER FUSSBODENSCHLEIFTECHNIK

"Due to the extreme flexibility and adaptability of this system it is possible for us to realize almost every idea we have on increasing our company efficiency in the production and management area." Karl Eugen Lägler, CEO, Eugen Lägler GmbH

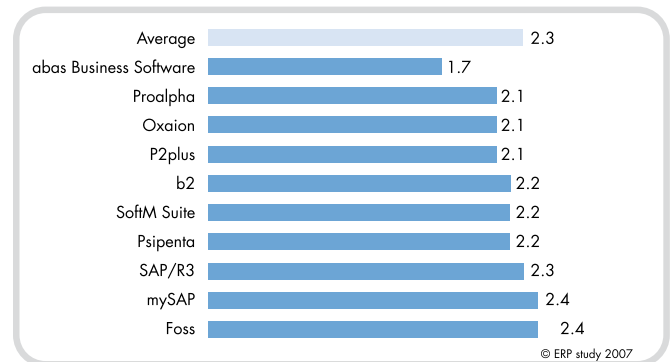
1.8 1.9 2.0 2.1 2.2 2.3 2.4 2.5

## Openness

## Adaptability



[by scale 1 = very content, 6 = completely discontent]



[by scale 1 = very content, 6 = completely discontent]

### Openness of the system to integrate further modules

"The openness has not improved on average. According to the user questionnaire the abas Business Software clearly had the least problems with a system expansion and leaves a tenth of its competition behind after improving on their best grade from 2005." \*

### Adaptability to company specific interests

"The average rating over all systems for this criterion is 2.3. As in 2005, the abas Business Software can provide easy adjustability of the system to the customer requirements. The provider has a significantly better result with 1.7 in comparison to the other companies." \*

\*Quotations: Konradin ERP study 2007

# System

1.1

1.2

1.3

1.4

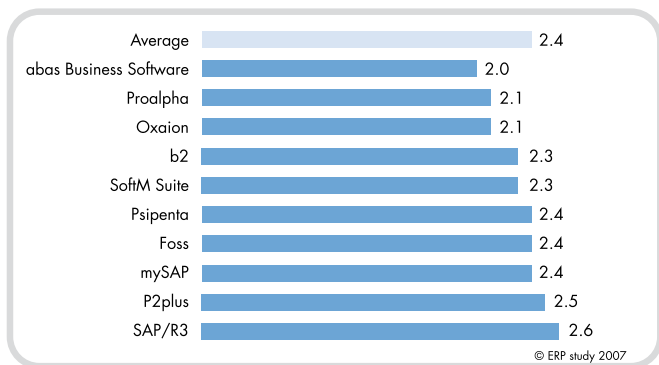
1.5

1.6

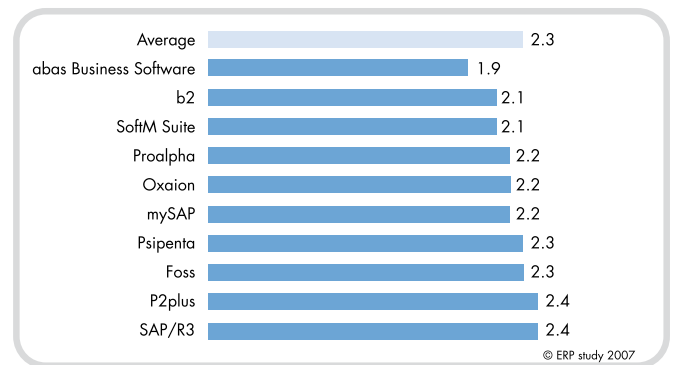
1.7

## User friendliness

## Performance in Practice



(by scale 1 = very content, 6 = completely discontent)



(by scale 1 = very content, 6 = completely discontent)

### User friendliness of the implemented ERP solution

"The user friendliness remains at 2.4. The users rate the abas Business Software followed by Proalpha as the most user friendly systems. However, the abas Business Software remains at the top despite the great leap forward by Proalpha."\*

### Performance in practice of the implemented ERP

"The users certify their systems with an average of 2.3, likewise to 2005. The abas Business Software can claim the best performance in practice, followed by b2 and SoftM Suite. The many years of industry sector knowledge of the provider is significantly displayed with this result."\*



"abas ERP is a very user-friendly ERP solution." Helmut Rall, Head of IT, Schrenk Spann- und Zerspantechnik GmbH

"The abas Business Software is easy to handle and was immediately accepted by all employees. We activated abas ERP and it worked." Volker Schurr, CEO, Wäscherei Büchele GmbH & Co. KG

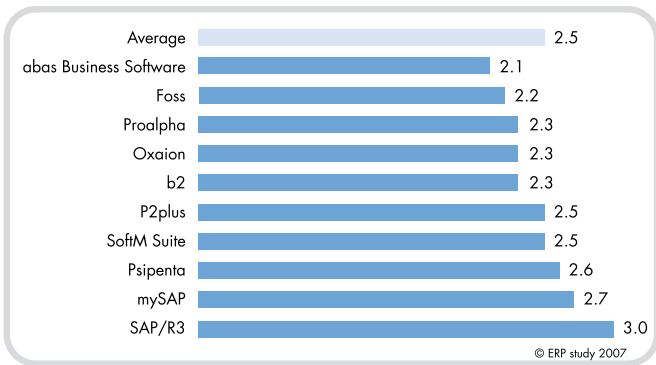
"What I like is the company which stands behind the abas Business Software: its flexibility, philosophy and understanding for their customers. The price/performance ratio is good, as well as the possibility to adjust the system to ones requirements easily. These criteria were decisive during the selection process." Dr. Werner Dax, Head of IT, IST Metz GmbH

"For us as a medium-sized business, the short implementation time was very important. The orientation in the system is really easy so that the training effort is not too high." Thomas Federle, Manager, LINK Elektrische Bauelemente GmbH

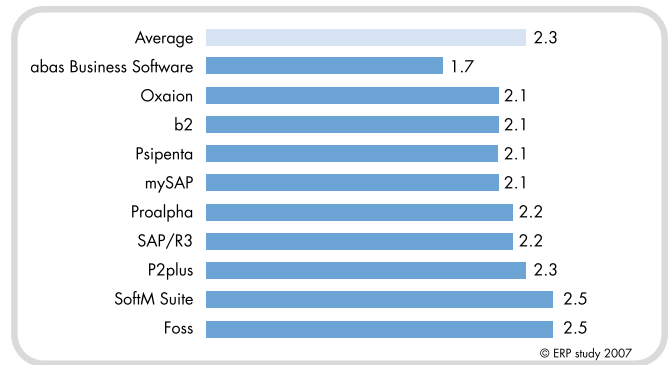
1.8 1.9 2.0 2.1 2.2 2.3 2.4 2.5

## Price/Performance

## Learnability



(by scale 1 = very content, 6 = completely discontent)



(by scale 1 = very content, 6 = completely discontent)

### Price/Performance ratio of the solution

"The average grading in the 2007 study is 2.5. Two years ago the users gave a 2.7. Concerning price/performance, the abas Business Software has managed to overtake Foss and Oxaion which were both had lower ratings than in the 2005 study."\*

### Learnability of the system

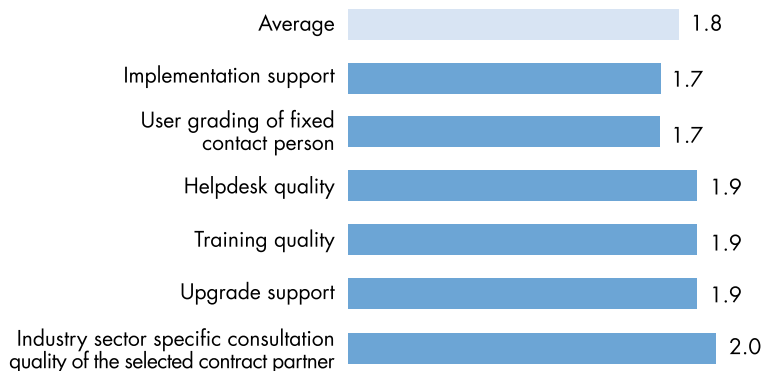
"ABAS has taken the results of the previous study very seriously and can this year be proud of their top position with a grading of 1.7 which is significantly above that of Oxaion, b2, Psipenta and mySAP."\*

\*Quotations: Konradin ERP study 2007

# Contract partner

## Performance

### of the contract partner



© ERP study 2007

## Implementation

### Importance of the criteria of a contract partner, overall ranking

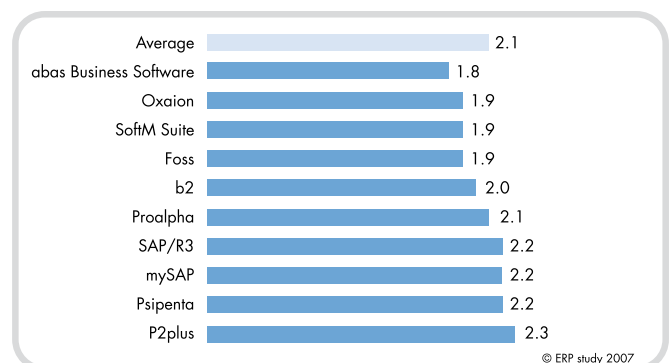
(by scale = 1 very important, 6 = completely unimportant)

**“Likewise to the valuation of the systems, the users we asked to value the performance of their contract partners, that is to say the consultants, system vendors and the manufacturer. Two questions were asked:**

- **How important are the following points for you in relation to your contract partner?**
- **How do you value the performance of your contract partner according to the individual service criteria?\*\*\***

### Valuation of contract partner performance with individual ERP systems

“Looking at the rating of the criteria which was given by the users of the individual systems, the contract partners of P2plus (2.4), Proalpha, Psipenta and SAP R/3 (all 2.3) have a slightly below average result. The best grades are given to the partners of the abas Business Software and Oxion. The worst individual grading (2.7) is given by Proalpha users to their partners for industry sector specific consultation quality. In the detailed analysis the partners of the abas Business Software are given the best grade of 1.6 for a fixed contact person being available.”\*



© ERP study 2007

(by scale 1 = very content, 6 = completely discontent)

### Implementation support

„The quality of the implementation is given an average grading of 2.1 by the users of all systems. This is an improved result compared to 2005. The users which implemented the abas Business Software feel optimally supported by the contract partner. Also Foss, Oxaion and SoftM Suite receive a good valuation with a 1.9 respectively. The SAP partners are given a below average valuation. P2plus went down by two tenths in the valuation of the grading by their customers and is now at the tail end with a rating of 2.3.”\*



"The excellent support during and after the implementation of the system has contributed to the success of the abas ERP implementation."

Thomas Diepold, Manager, First Sensor Technology GmbH



"The cooperation with ABAS works great. To be more precise: qualified consultation and support, and also quick reaction times." Udo Böttcher, Head of IT, Lisega AG

"We are satisfied with all aspects of the abas Business Software. The upgradeability of the software really impressed us. Even an upgrade over a number of versions only takes one day. We work with the old version until Friday afternoon, the computer is switched off and picked up by our abas software partner. On Monday morning the computer is switched on with the new version installed. All our upgrades functioned without a hitch." Wilhelm Irion, Head of IT, MAFAC Ernst Schwarz GmbH & Co.

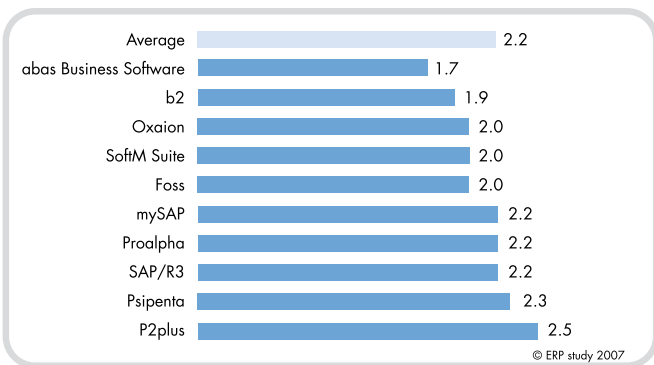


"If one looks at the increase in transparency, productivity and the saving in time since the implementation of abas Business Software in our company, our ERP investments have more than paid off in as soon as 12 months." Gerhard Herdt, Projekt Manager EPHY-Mess GmbH

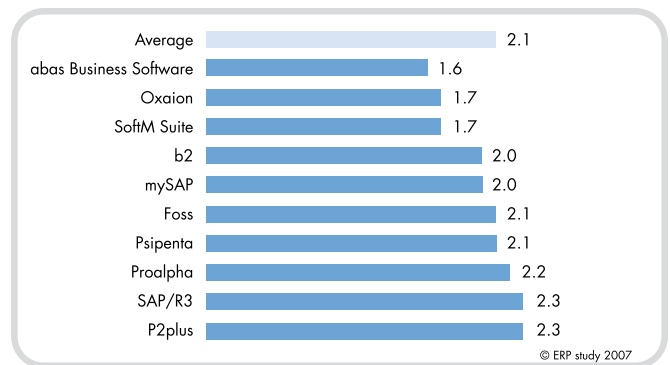


## Upgrade support

## Contact person



(by scale 1 = very content, 6 = completely discontent)



(by scale 1 = very content, 6 = completely discontent)

### Upgrade support

"This criterion in the current survey again has the average grade of 2.2. The abas Business Software customers feel adequately supported by their provider in the upgrade support. b2 users confirm that their provider has improved support compared to two years ago. In contrast, the customers of P2plus, which was also in last place in 2005, see a requirement for improvement."\*

### User grading of fixed contact person

"This criterion had excellent results throughout all the systems making an improvement from 0.2 to the average rating 2.0. The abas Business Software, Oxaion and SoftM Suite were also able to gain top positions in this valuation. Foss had to make do with three tenths less in the grading."\*

\*Quotations: Konradin ERP study 2007

# Contract partner

1.1

1.2

1.3

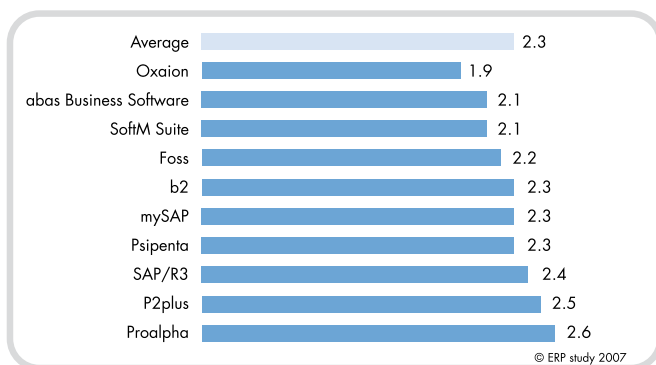
1.4

1.5

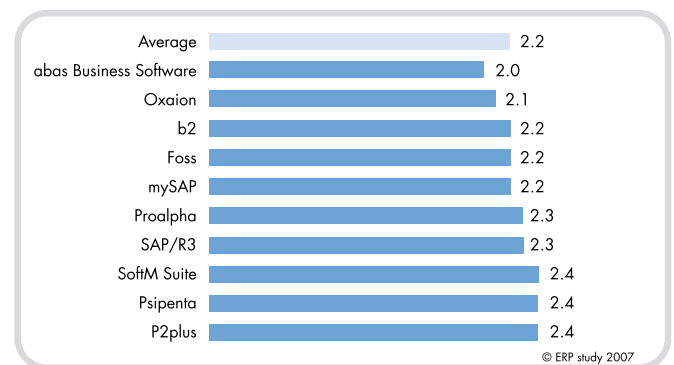
1.6

## Helpdesk

## Training quality



(by scale 1 = very content, 6 = completely discontent)



(by scale 1 = very content, 6 = completely discontent)

### Helpdesk quality

"The average grading improved slightly from 2.4 to 2.3. The fact that the helpdesk quality is a factor of customer satisfaction, which is not to be underrated, is recognized by Oxaion and as a result they receive the best grade again this year in the system comparison. Also the abas Business Software and SoftM Suite react competently to the requests of their customers. Considerable requirement for improvement is however noted by Proalpha customers which can be seen through the way they grade their contract partner. Also SAP/R3 and P2plus users give a grading under the average."\*

### Training quality

"Training is rated with an average of 2.2 by those questioned and therefore there has been an improvement of 0.2 compared to 2005. Concerning training, the abas Business Software has recognized the requirements of their customers for training and are given a straight 2. The abas Business Software has also managed to achieve a higher grade than Foss and Oxaion."\*



"When we selected an ERP system, we placed emphasis on the upgradeability, the availability of the helpdesk and the number of installations which were already productive on the market."  
Wolfgang Wick, Management Assistant, Schober GmbH



"The function range for automotive component suppliers convinced us of abas ERP. For example, VDA delivery schedules, packing slip RDT and invoice RDT." Nils Fuchs, Head of Sales, Klumpp GmbH & Co. KG

1.7

1.8

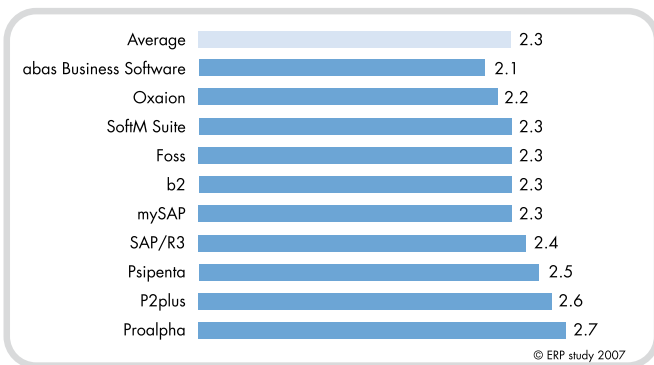
1.9

2.0

2.1

2.2

## Consultation



[by scale 1 = very content, 6 = completely discontent]

### Industry sector specific consultation quality of the selected contract partner

"The industry sector specific consultation quality remains on a 2.3. abas Business Software customers attest their provider the best industry sector specific know-how. For Oxaion it is also important to understand customers in their environment. Considerably more understanding and a better response to specific problems are wanted by the customers of P2plus and Proalpha, which still rank last."\*

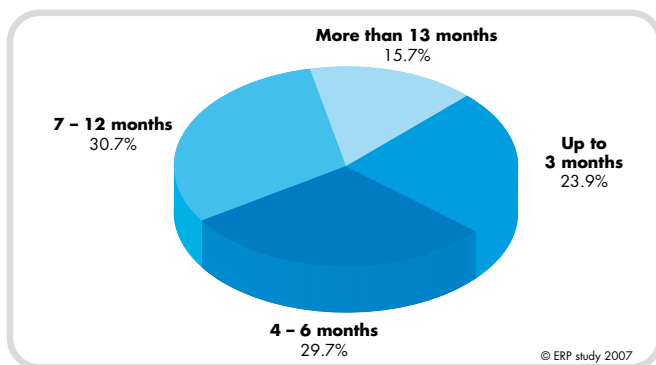
\*Quotations: Konradin ERP study 2007

# Time

## Implementation period

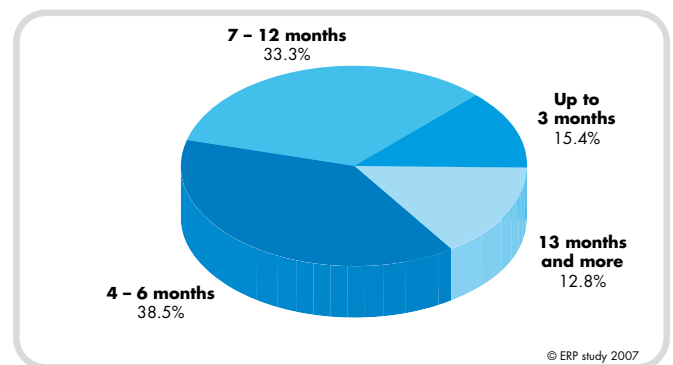
### of already implemented ERP solutions

**“A characteristic for the success of an ERP solution which is not to be underestimated is the implementation period. In order to keep the customers and employees happy, it is important for the provider to implement the system as quickly and trouble-free as possible, which is also an important criterion of customer satisfaction.”\***



#### Implementation period of standard ERP systems

“The runtime of projects has in comparison to the survey in 2005 become shorter over all the surveyed time spans. This meant that a quarter of the companies were already able to use their ERP solution after 3 months, in 2005 this was still 16.4%. This is also an indication that the projects overall have become lower scale and clearer, also displayed through the investments. In 29.7% of the businesses the implementation took 4 to 6 months (2005 = 32%). In 30.7% of the businesses the implementation took 7 to 12 months (2005 = 33.3%). About 15.7% required longer than a year (2005 = 18.4%). In the industry sectors of the process industry, metal industry, machine construction and electronic industry the system implementation took an average of 9.3 months. This is slightly shorter than the time it took two years ago.”\*



#### Implementation period of abas ERP

“The average implementation period of the abas Business Software is 0.4 months longer than two years ago at 8.1 months. Apart from the implementation period for projects up to 3 months which has almost doubled, the numbers in the other time windows have only increased very slightly. However, the number of projects which take longer than a year have decreased drastically.”\*



creative in bodycare

"The implementation concept also impressed us. Before the actual software implementation there were numerous training courses provided for the employees. This ensures a smooth and efficient implementation of the ERP software." Christian Estenfeld, ADA Holding GmbH

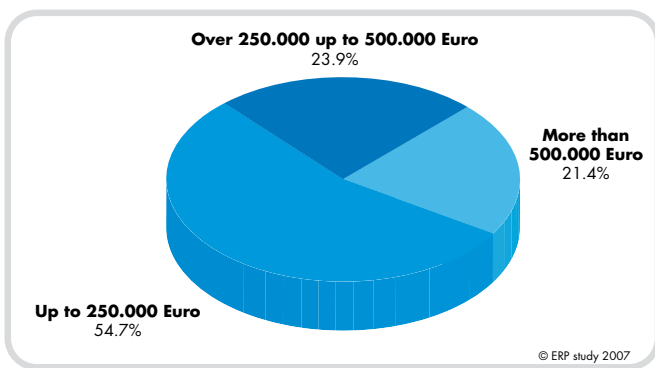


"The abas Business Software supports a continuing improvement process in our company. We are able to open up new markets for our products, for instance rail vehicles, without requiring any additional staff." Hubert Dohn, authorized representative and Head of Sales and Purchasing, Plastocell Kunststoff GmbH

# Money

## General total investment in an ERP solution

"Across all of the sizes of company on average EUR 378,313 was spent on a standard ERP system. That is about EUR 14,000 less than in the last survey. Even then the average investment had already decreased by approx. EUR 32,000 against the previous survey. This reflects the general trend that projects are being scaled down throughout all sizes of companies.



### General total investment in an ERP solution

"In the smaller companies the average ERP investment was EUR 196,884 (2005 = EUR 201,000), medium-sized businesses spent approx. EUR 318,100 (2005 = EUR 337,000) and for the large companies the average investment was EUR 616,962 (2005 = EUR 666,000)."

"Throughout all businesses, the investment of up to EUR 250,000 in systems has slightly increased by 1.9%, whereby this expenditure was made mainly by smaller and medium-sized companies.

It is notable that in the meantime almost every fifth smaller company was prepared to spend between EUR 250,000 and EUR 500,000 on an ERP solution, in 2005 this was only every seventh. The software business with projects of over EUR 500,000 has decreased throughout all sizes of companies by 2.5% since 2005."

\*Quotations: Konradin ERP study 2007



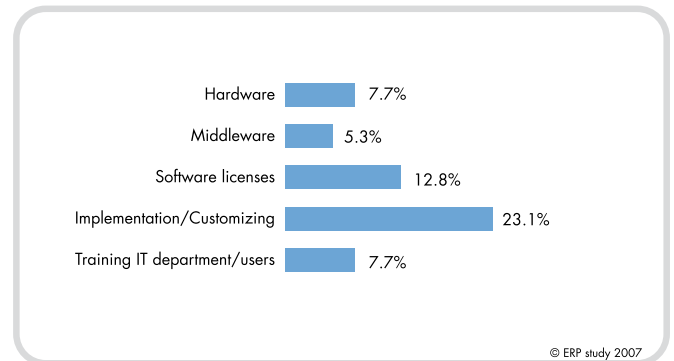
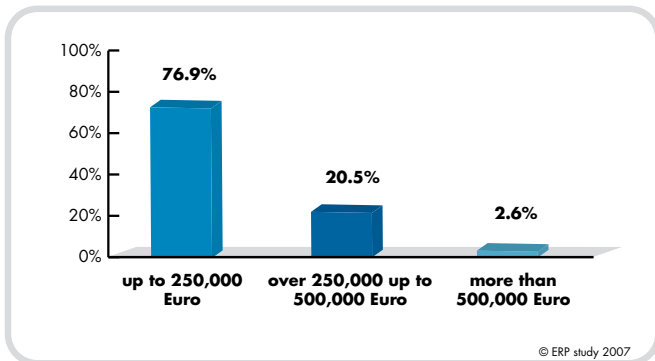
*"On the other hand, the price/performance ratio is just right. Above all, our abas partner ensured us that we could master the system implementation in the three months between March and May, e.g. the transitional period between the foundation of Inductron and the adoption of the business processes of the Vacuumschmelze Schrobenuhausen." Gilbert Berger, CEO, Inductron GmbH*



*"However, for me the figures are based on experience, which clearly establish the profitability of the abas Business Software. For us the investment in the ERP system was worthwhile." Peter Stein, CEO, STEIN Automation GmbH*

*"The good experiences our exclusive producer made with this software influenced us considerably in deciding on the abas Trade implementation. Looking back, I am again and again thrilled with the quick implementation which considerably increased the efficiency of our daily processes, as well as with the positive experience we made with the support employees of our abas partner, even after the real start." Armin Brückner, Head of Finance and IT, Balton System GmbH & Co. KG*

**abas Business Software customers on average spent EUR 222,811 on their ERP system. That is the lowest investment sum compared to systems of other providers.**



### Total investment in the abas Business Software

*"A little over three quarters of customers, 76.9%, managed with a solution for EUR 250,000. The abas Business Software has the top position in the system comparison with an increase of 4.4% in this price category. But the solutions up to half a million Euro increased slightly by 0.9%. Larger projects on the other hand decreased significantly by 5.2%."\**


### Share of additional operating costs

**"The projects were more expensive than planned for only 7.7% of abas Business Software customers, that is the lowest share in the provider comparison. 12.8% of the abas Business Software customers paid more than expected for their software licenses and 23.1% stated that they spent more than planned for the implementation. In comparison these are rather below average values. The altogether extremely low number of differences between planning and roll-out makes us come to the conclusion the provider and also the customer calculate fixed figures."\***

\*Quotations: Konradin ERP study 2007

## The Konradin

### Media Group



With around 800 employees, the Konradin Media Group belongs to the largest providers of specialist information in German-speaking countries. The company has several subsidiaries, a service provider for print and online communication, a media sender and two printing offices.

Konradin Publishing was established in 1929 by Robert Kohlhammer and is run as a family business to this day.

References - Over 1900 satisfied customers



ABAS Software AG  
 Südenstraße 42  
 76135 Karlsruhe  
 GERMANY

Tel. +49 721 / 9 67 23 - 0  
 Fax +49 721 / 9 67 23 -100  
 info@abas.de  
 www.abas.de



[www.abas.de-en](http://www.abas.de-en)