

# Maximising the value of ERP with AI and Generative AI

Enabling the Outcomes that Continuously Drive Business Forward



**Mickey North Rizza**  
Group Vice President,  
Enterprise Software, IDC



**Ritu Jyoti**  
Group Vice President,  
Worldwide Artificial Intelligence  
and Automation Research Practice,  
Global AI Research Lead, IDC

## Current Impact of GenAI in Business

GenAI Has Captured the Attention of Tech and Business Leaders Globally

**83%**

of organizations believe GenAI models that leverage their own data will give them a significant advantage over their competitors.

**55%**

of organizations note that the CIO and IT team actively engage C-suite to gain insights into the benefits, risks, and IT implications of generative AI for the company.



**42%**

believe GenAI will significantly and moderately **disrupt their competitive position and operating model** in the next 18 months.

**19%**

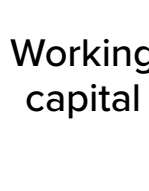
of businesses globally say **GenAI has already disrupted their business competitive position and business operating model**.

n = 1,363; Source: GenAI ARC Survey, IDC, August, 2023

## GenAI and ERP

GenAI and ERP are dramatically changing how businesses run by combining embedded AI processes with complex and diverse data sets, reliable business data, and industry knowledge.

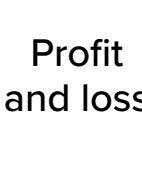
The top 5 use cases identified by organizations are:



Working capital



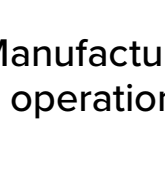
Project management



Profit and loss



Service management



Manufacturing operations

**94%**

strongly agree and agree that **leveraging SaaS versions of core enterprise applications software will bring faster access to new GenAI capabilities and technologies than their competitors**.



**34%**

of organizations are **purchasing innovation packages from their ERP vendor to enable AI within their business processes**.

n = 305 Top 2; Source: AIPath, November 2022



n = 1363; Source: GenAI ARC Survey, IDC, August, 2023

## Envisioning the Perfect ERP System

More speed, greater agility, and the ability to scale as needed

**43%**

Easy integrations

**41%**

A modern and intelligent system that enables our business to scale, with speed and agility

**37%**

One digital platform that handles all our internal and external workflows

**31%**

Easy updates

**31%**

n = 150 and ERP interviews; Source: IDC SaaSPath Survey, April, 2023

*“Our Perfect ERP system is “One that is low maintenance/easy to use and provides info across the business to the people who need it.”*

GM of Finance, Food Manufacturer

*“One that can provide as many of the basic needs for accounting and inventory management in one place as possible. The more you can put in one application—the base system without a bunch of integrations—the better.”*

CIO, Upper Mid-Market Manufacturing Company

## Together AI and ERP Bring Intelligence to Business Processes



**50%**

of organizations find that by using AI in their business processes, they could reduce the number of process steps and analyze the processes faster, resulting in insights into employee action.



**48%**

of organizations find they could reduce user interactions within their ERP system using AI.

**47%**

of organizations find that with AI, actions by the ERP system are based on preconfigured approvals that are part of the overall workflows.

Source: AIPath November 2022

## Future Proof the Business With Embedded AI

**48%**

find embedded AI functionality is a big factor in their purchase decision of ERP.

**41%**

are using AI to improve employee productivity, reducing manual efforts and lowering error rates.

**38%**

are using AI to increase competitiveness and market share gains.

**45%**

find AI provides the ability to model future possibilities and outcomes such as cash forecasting and predictive liquidity.

Source: AIPath 2022

Produced by: IDC Custom Solutions

IDC #US51448523

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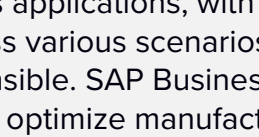
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