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# **Beyond ERP: The Future Of Business Applications And What It Means For ePurchasing Suites**

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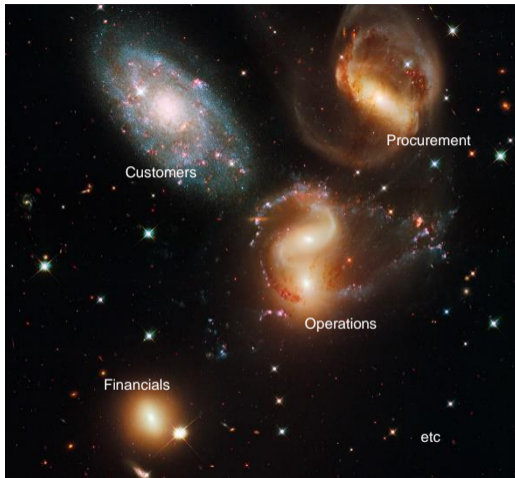
**ERP failed to  
deliver the  
Omniscience it  
promised**



**The reality: point  
solutions  
surrounding  
data black holes**



# Forrester's vision: Intelligent platforms and their ecosystems



# Leading applications will possess five key qualities



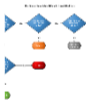
## Embedded AI

- Guiding and prompting users
- Alert-up replaces drill-down



## Empowered Usability

- Intuitive UI
- NLP replaces menu trees



## Low-code Extensibility

- Easy modification to capture more data & amend workflows



## Open Integration

- Process integration replaces database standardization
- AI-powered mapping & translation



## PaaS Ecosystem

- Continual enhancement
- App ecosystems orbit PaaS galaxies

# AI enables skilled people to do more



## › Augments

- Expands users' knowledge, processing power, and collective intelligence

## › Liberates

- Automates repetitive tasks so humans can focus elsewhere

## › Amplifies

- Applies human-generated expertise at scale to big data sets

# Intelligent applications turn drill-down into alert-up

Post-mortem investigation of what went wrong



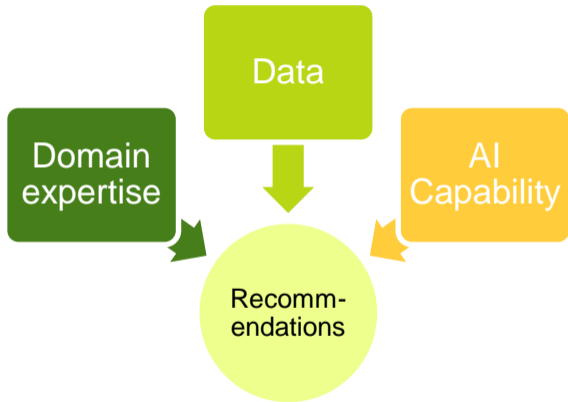
Real time notification with proactive and preventative suggestions



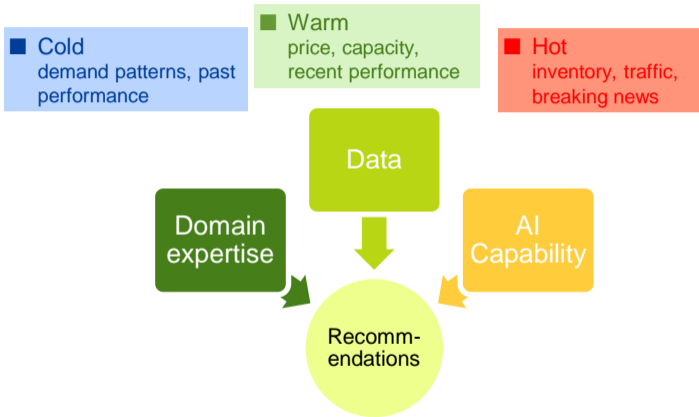
Sources: Made2manage, Grainger



# Platforms combine data, software & domain expertise

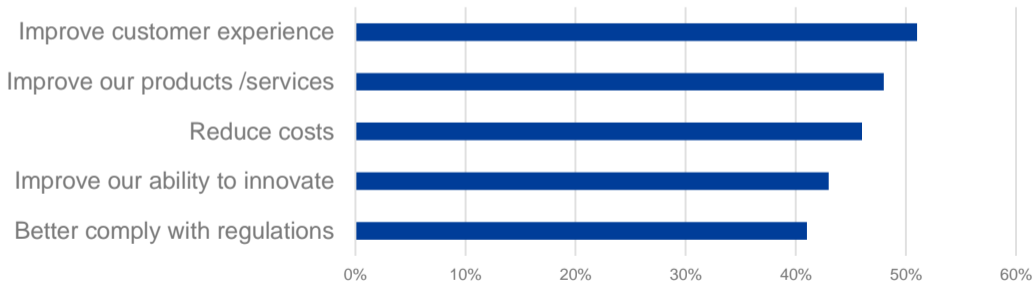


# Insight comes from data, software & domain expertise



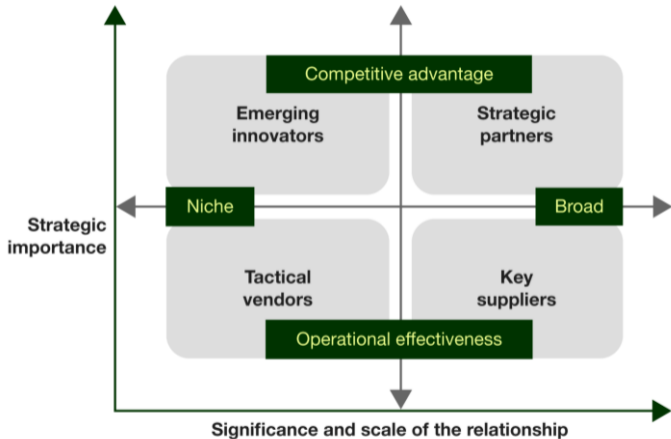
# Product improvement & innovation should be top priorities

Which of the following initiatives are likely to be your organization's top business priorities over the next 12 months?

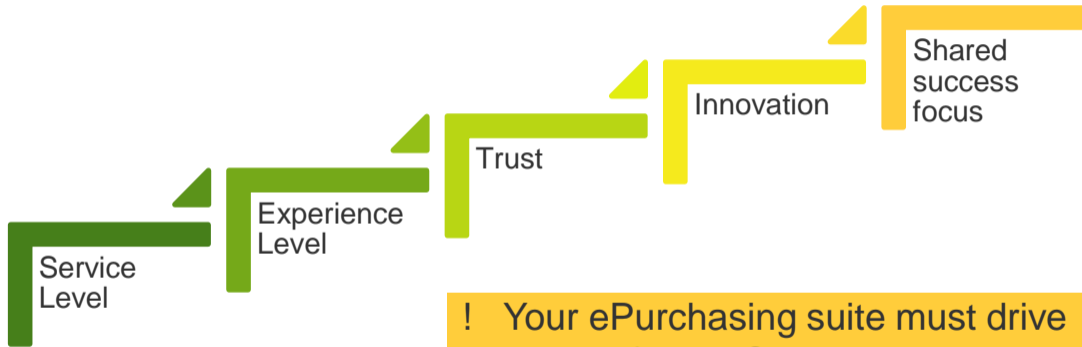


Base: 8837 Purchase influencers in organizations with over 1000 employees  
Sources: Forrester Data Global Business Technographics Priorities & Journey Survey, 2018

# Segment vendors by strategic importance & spend

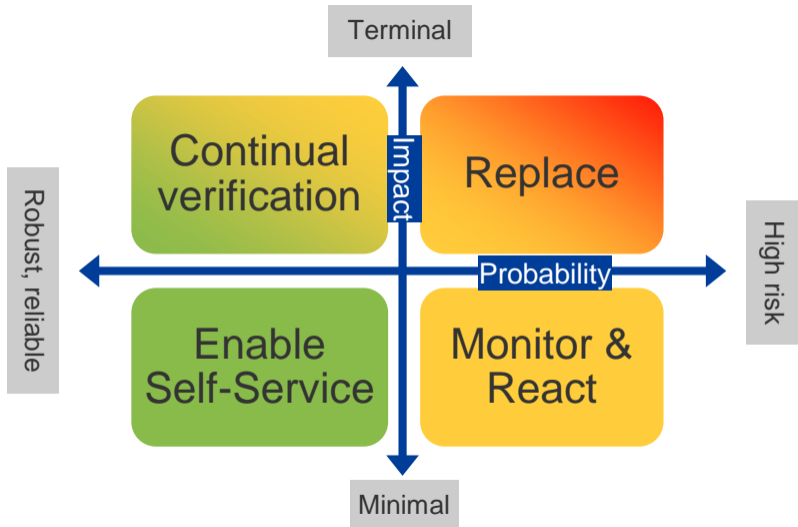


# Co-innovation Comes From Healthy Strategic Partnerships

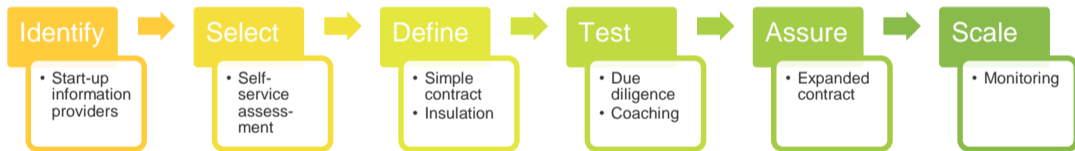


**! Your ePurchasing suite must drive regular formal SRPM assessment**

**Risk analysis is different from strategic segmentation**



# Build risk mitigation into your innovation process



## Summary recommendations

- › Implement a modern, smart, ePurchasing platform as part of an eclectic business applications strategy
- › Align your goals with the wider organization's, including improving products and accelerating innovation
- › Vary supplier risk & performance management by segment
- › Enable risk-tolerant innovation, by building assessment and mitigation into each stage of the process



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Thank you

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