



WHITEPAPER

# The ERP State of the Union Industry Dive: Healthcare

2022 SURVEY REPORT



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# Introduction

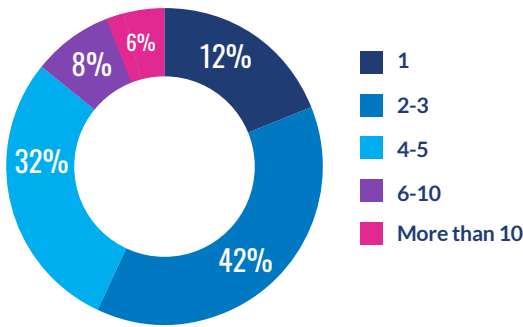
The ERP State of the Union Industry Dive: Healthcare report was crafted to help treasury and finance professionals benchmark ERP use and understand how companies are leveraging ERPs in the healthcare industry.

This survey report is the first in a five-part series, each of which focuses on ERP utilization in one of five industries. The industry of focus for this report is healthcare.

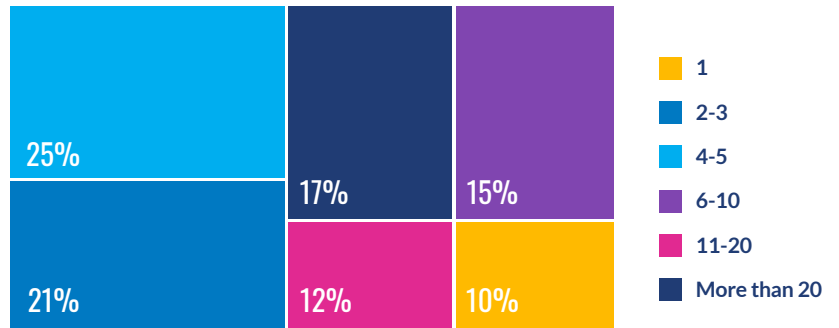
# ERP Utilization in 2022: Healthcare

Survey respondents from 205 healthcare companies shared the number of ERPs they use and the number of company locations they support. The results are depicted in *Figure 1* and *Figure 2*.

**Figure 1 – Number of ERPs Leveraged**



**Figure 2 – Number of Locations ERPs Support**

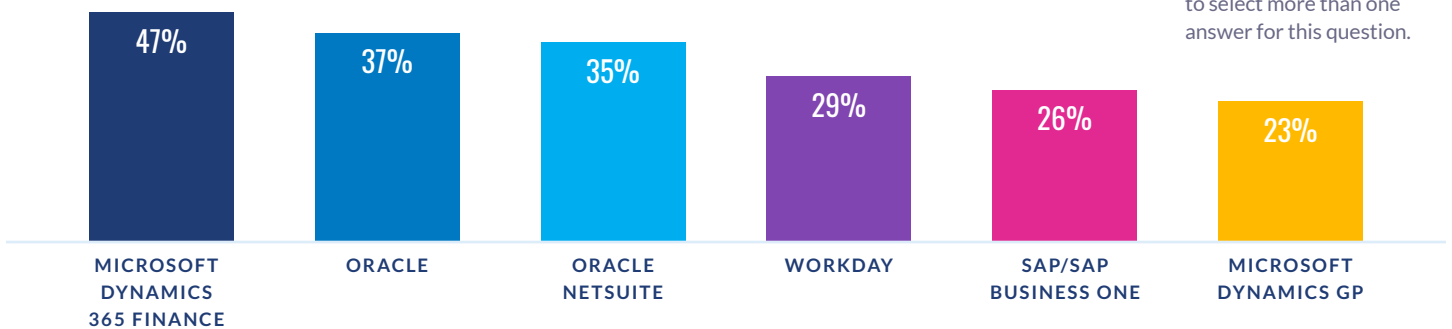


The number of ERPs being used and number of locations they are supporting is extensive:

- Eighty-eight percent (88%) of companies leverage 2 or more ERPs
- Forty-six percent (46%) use at least 4 ERPs
- Forty-four percent (44%) have at least 6 locations supported by ERPs
- Twenty-nine percent (29%) have at least 11 locations supported by ERPs

The lay of the land relative to ERPs encompasses which ERPs are being leveraged and the environments in which they are operating (on-premise, cloud, hybrid). *Figure 3* summarizes the ERPs being leveraged the most by survey respondents. Thirty-five percent (35%) of survey respondents leverage one or more of the following ERPs: Microsoft Dynamics 365 Finance, Oracle, or Oracle NetSuite.

**Figure 3 – Top ERPs Leveraged**



**Note:** Participants were allowed to select more than one answer for this question.

The assessment of “the how” of ERPs in healthcare encompassed asking companies to identify the main operating environment for their ERP(s) (Figure 4). Forty-seven percent (47%) of companies primarily leverage a cloud environment while less than one-fourth (24%) primarily leverage an on-premise environment. This speaks to the breadth of the adoption of cloud-based ERP solutions.

The examination into “the why” of ERP utilization involved asking survey respondents a series of questions around their most recent ERP implementation. The first question asked respondents to share the most important reason for the most recent ERP investment (Figure 5). Eleven percent of companies (11%) identified price as the main driver for the investment. It is also interesting to note that ability to fit business was identified by only 12% of companies and that functionality was the most frequently identified reason at 22%.

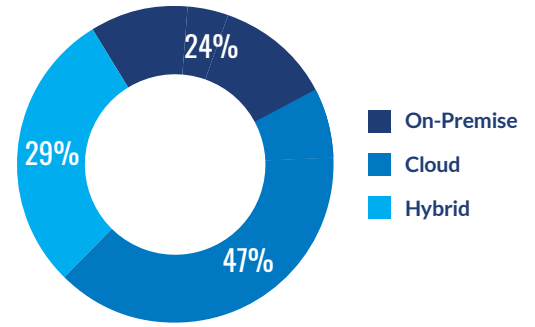
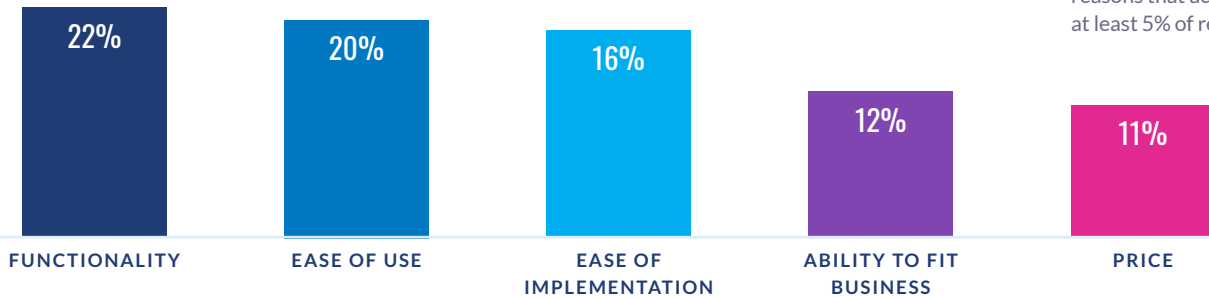


Figure 4 – ERP Operational Environment

Figure 5 – Most Important Reason for Most Recent ERP Investment



Note:  
This figure only displays reasons that accounted for at least 5% of responses.

Our examination into the why also included asking companies to share the functionality that was supported by the most recent ERP implemented. The top 5 most common features identified are:

- Data Analysis
- Accounting
- Financial Management
- Reporting
- Tracking & Visibility

The final avenue of investigation for this report is around the satisfaction companies have for their most recent ERP investment. Over eighty percent of companies (82%) are satisfied or very satisfied with their most recent ERP investment with only 5% sharing they feel neither satisfied nor dissatisfied (Figure 6).

Figure 6 – Satisfaction with Most Recent ERP Implemented

