Abstract

The interest in the impact of ERP system integration on business performance aroused a great debate which is not yet settled. Some studies emphasize a positive effect while others are based on the concept of Solow’s productivity paradox and emphasize a negative effect of this investment on business performance. Our research attempts to position ourselves in this debate by enriching the literature review and empirically validating this link in the context of an emerging country which is Morocco. A qualitative research method based on a case study approach was chosen to study the ERP system impact on business performance of Two Moroccan Enterprises. The results suggest an enhancement in the three dimensions of performance in the both Moroccan Enterprises.
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Index Terms

Computer Science
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Keywords

Enterprise Resource Planning (ERP)  Information Technologies (IT)  Business Performance
Moroccan organization
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