

The Silent Drift: When ERP Doesn't Deliver for Your Teams

For Office of the CFO



by

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Reassess. Realign. Recover.

The Silent Drift: When ERP Doesn't Deliver for Your Teams

Symptoms of ERP failure are often silent, but their impact is serious. This whitepaper tells you how misalignments quietly drain team performance and impede financial clarity. Learn how CFOs use DCG's SPEAR Framework to stop this silent drift and regain control of critical enterprise assets.

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1 Overview

Enterprise Resource Planning (ERP) systems are thoughtfully designed to streamline daily operations, align functions, and empower data-driven decisions. Understanding the technical blueprints of daily operations helps business leaders execute faster with new insights. But what happens when the system is technically "live," and business performance is stalling? Visibility is fading and teams are reverting to old workarounds – this was not what you expected. Even after an ERP go-live, many CFOs notice the system isn't delivering as promised. For many organizations, such post-ERP go-live surprises lead to wasted time chasing quick fixes and superficial patches, while deeper issues continue to erode value beneath the surface. This phenomenon is what we call "The Silent Drift." It's not a system failure that's the problem, but a system that isn't delivering on its potential. This could be due to prior misconfigurations during setup, misconceptions, fragmented communication or a lack of trust. Reactive fixes do not address these root causes or the organizational impact.

For CFOs, the financial and operational risks of this silent drift often stay hidden until it's too late. If left unchecked, companies drift towards low visibility, revenue leakages, heightened project costs and inconsistent data. In this paper, we examine the hidden signs of ERP underperformance, exploring the root causes behind them. We show you how the SPEAR framework by DCG helps you to course-correct, without starting over from scratch.

2 Recognizing the Drift: What Underperformance Looks Like

Symptoms of ERP failure are often silent, but their impact is serious. This whitepaper tells you how misalignments quietly drain team performance and impede financial clarity. Learn how CFOs use DCG's SPEAR Framework to stop this silent drift and regain control of critical enterprise assets.

Gartner (2024) project that:

Up to 70% of ERP initiatives will still underperform or fail in the near future.

Recognizing early signs of ERP underperformance is critical, because these quiet issues don't start in day-to-day operations, but in planning. For finance leaders, catching these issues early helps avoid reporting delays, protects margins, and safeguards their ERP investment. A few sure-fire ways to recognize early signs of ERP misalignment are to prioritize collecting feedback from users and to check periodic process performance.

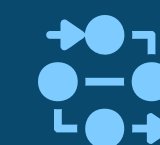
The silent drift is happening, and fast. Your ERP is live. But this might be happening behind the scenes:



Low team adoption
and reliance on spreadsheets



Manual workarounds
creeping back into processes



Inaccurate reporting
and decision-making blind spots



Frustrated users
and siloed departments

3 Finance Can't Afford to Ignore These Growing Pains

Lacking or inaccurate data is one of the biggest risks a finance team faces. This leads to bad forecasts, compliance issues, and costly decisions. These challenges often stem from misaligned or underutilized ERP systems that do not deliver reliable current insights.

When an ERP system goes off-track, finance pays the price. Here's what you should be prepared for.

(A) Operational Setbacks

With stronger planning and governance, the breakdowns in team morale and thus underperformance could be avoided. Numerous technologies contend in the market to combine fragmented data sources and realign siloed departments. Extensive publications document the rise of ERP systems since the late 90's, leading up to revolutionary breakthroughs in the enterprise systems of today. But one study noted that

50% of ERP implementations still fail on the first attempt.

Operational Setbacks	
Unclear ROI	Hidden Inefficiencies
You've made the investment, but where's the return? There's little to show in terms of cost savings, revenue gains, or operational impact.	Manual rework, duplicated entries, and disconnected processes lead to higher workforce and support costs.

Escalating TCO

Your ERP is live, but consulting fees, integration fixes, and custom development costs keep rising.

Poor Data Quality

Financial reports are late or untrustworthy. Strategic decisions suffer due to limited visibility.

Budgeting Blind Spots

CFOs struggle to predict future costs amidst rapid data modernization. Is it maintenance or recovery? Most aren't sure.

Market Watch >>

Here are three key stats from technology market analysts highlighting the fate of many modern systems stuck in legacy architectures.

70% of ERP projects do not meet original business goals

- Gartner

Only **14.5%** of all businesses have advanced risk management for disruptive technologies

- Accenture

Employees waste **1.8 hrs** per day correcting system inefficiencies

- McKinsey & Company

(B) Cultural Impact

Invented by necessity, ERPs appeared to bring order to operational chaos at the turn of this century, but challenges persist. A **2015 study found that** 61% of ERP implementations ran over schedule. A decade later, while planned budgets have grown, unplanned costs still sneak in due to shifting business demands, disruptive technologies, and an unreadiness for change.

Cultural Impact
Disconnected Departments
Finance, sales, operations, and warehousing aren't speaking the same ERP language.
Frontline Voices Ignored
Issues flagged by end-users never reach leadership or trigger system adjustments.

Frequent Errors and Delays
Incorrect shipments, delayed orders, and production halts are caused by poor system logic.
Low Morale and System Avoidance
Teams lose confidence in tools that don't reflect how they work every day.
Unresponsive Partners
Your implementation vendor has gone quiet, or defensive. You're left on your own.

(C) Psychological Barriers

Going live doesn't mean your ERP is already working. **Birmingham City Council famously lost \$58 million** on a scrapped SAP system, and Lidl, a German supermarket chain wrote off **\$578 million after a 7-year failed rollout**. These aren't rare outliers but cautionary tales. Leadership often hesitates to admit the misalignment, paralyzed by sunk costs, even when execution clearly missed the mark. The fear is that fixing it might just repeat the same mistakes.

The good news? It's fixable. With the right approach, you can overcome these hidden barriers and unlock your team's full potential.



Psychological Impact

“It’s Live” - “It’s Working”

The illusion of project completion hides real, ongoing breakdowns.

Sunk Cost Paralysis

Millions spent, and now leadership is hesitant to admit the system still isn't right.

Vision-Execution Misalignment

The strategy was sound, but execution missed the mark.

Fear of Repeating Mistakes

Fixing the ERP feels risky. What's stopping it from failing again?

4 Introducing the SPEAR ERP Rescue Approach

Businesses expect the best performance from their ERP systems and teams. The need for smarter, more adaptive strategies has never been greater. The right systems prevent leaky budgets when strategy drives organization-wide implementation.

Our data-driven approach to ERP rescue called SPEAR (Surveillance, Performance, Excellence, AI/Automation, & Requirements and Roadmap) traverses with you through each stage of ERP maturity. These stages form a continuous, data-driven feedback loop that empowers finance teams to run with clarity and tenacity at every step of implementation.



Requirements & Roadmap

L1–L5 + L6 - L10

This is a feedback loop from vision to execution, and it spans each of the other stages.

Slash Hidden ERP Costs and Realign with Precision

At DCG, we don't believe in throwing away your investment. Nor do we believe in throwing more tools at the same problem. As a leading Microsoft Solutions Partner, we introduced the SPEAR framework to protect ERP investments from failure through collaboration, transparency and technical versatility.



SPEAR is Built for Progress and Designed for Clarity

SPEAR helps teams uncover what’s holding them back—and provides a clear path forward:

- S**cans pain points and hidden inefficiencies
- P**rioritizes fixes that matter to frontline teams
- E**mpowers users with tools and a voice
- A**ctivates use cases that show fast wins
- R**ealigns ERP systems to business goals

SPEAR vs Reactive Fixes

Don’t settle for reactive fixes and rushed modifications when you can unlock real value with DCG’s approach. Here’s why:

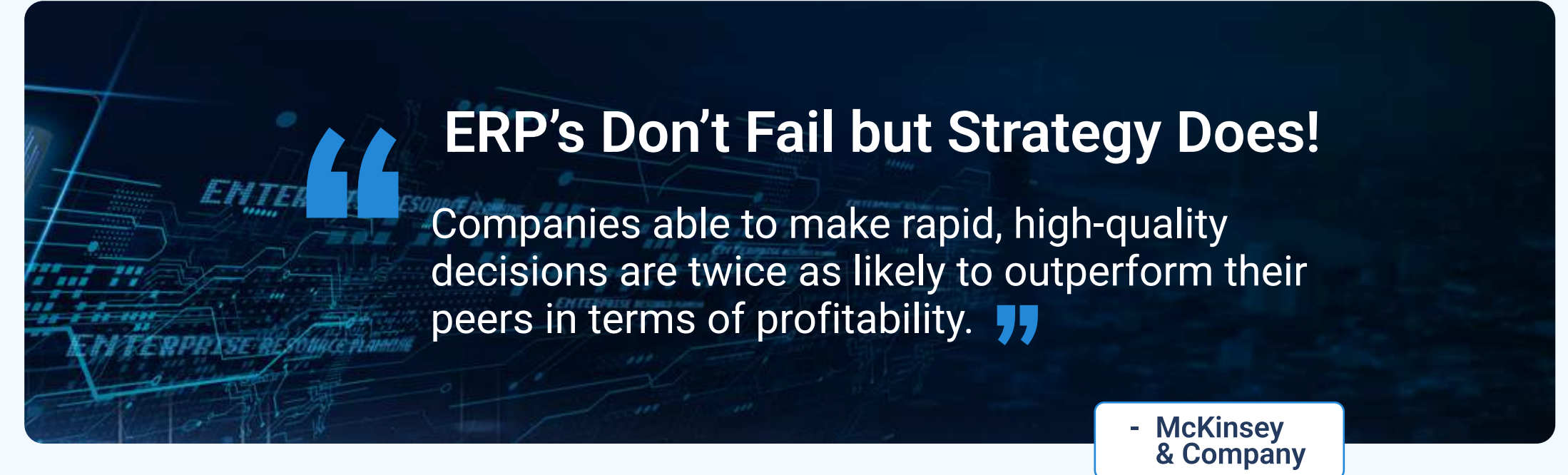
Which ERP Path Will You Take?	Focus (Week 1 – 4)	Operational Yield (Week 4 – 8)	Long-Term Impact (Beyond Week 8)
SPEAR Approach	Strategic & Iterative	Root cause analysis Resolution sustainability	System governance Scalable reporting Regained trust
Reactive Troubleshooting	Symptom-driven & Tactical	Temporary fixes Recurring failures	Eroded confidence Higher costs Stalled progress

Beyond Rescue & Recovery:

Scale AI + Automation for ERP

Before automating, DCG assesses your organization's readiness, ensuring automation is only deployed when the foundation is strong and the supporting functions can sustain it. Upon maturity, DCG goes beyond process, as we enhance your ERP ecosystem with next-gen capabilities using the SPEAR framework:

- Use AI to flag underused modules and workflows
- Deploy RPA to cut manual work
- Layer in Power BI for live data analytics
- Build new trust with intuitive reporting and transparency



ERP's Don't Fail but Strategy Does!

Companies able to make rapid, high-quality decisions are twice as likely to outperform their peers in terms of profitability.

- McKinsey & Company

Is Your ERP Silently Drifting?

Does your ERP system withstand the test of time? Don't wait for failure to make the case for change. Take the ERP Risk Self-Assessment, which is DCG's rapid diagnosis, business-ready tool to help you spot risks and course-correct inefficiencies in your ERP right away.

[Check Your ERP Health Report](#)

5 Practical Turnarounds: The Power of ERP Done Right

The ERP market is on track to expand from **\$81.15 billion in 2024** to **\$238.79 billion by 2032**, driven by a surge in cloud adoption and AI.

As AI rapidly evolves, ERP systems are gaining powerful new capabilities that streamline workflows and boost operational agility. At the intersection of AI, IoT, and automation, enterprises are unlocking transformative opportunities for innovation and reimagining how work gets done.

Across sectors—from manufacturing to healthcare—organizations that once faced ERP setbacks have revitalized reporting, streamlined operations, and rebuilt user trust through targeted, outcome-driven execution and personalized strategy. Still, many leaders cite lack of trust to not already making the cloud leap as opposed to rapidly modernizing industry partners.

McKinsey found that businesses that run ROI analysis early experience higher success in hitting targets, citing that ERP value diagnostics can increase annual **ROI by 15%**.

DCG's SPEAR ERP Rescue Team is redefining how ERP systems are assessed, aligned, and adopted using our purpose-built framework and tools.





When “Go-Live” Isn’t the Finish Line

Rescue What Matters Most— Your People, Your Processes, Your Progress

If your ERP isn’t aligned with how your teams work, what follows go-live isn’t momentum—it’s friction, frustration, and falling trust. That’s when rescue isn’t optional. It’s urgent.

Using DCG’s SPEAR ERP Rescue framework, we help businesses recalibrate their systems to match how work happens across finance, ops, supply chain, and beyond. Whether you’re working within Microsoft Dynamics 365 or another platform, we focus on resilience, usability, and ROI.

With more than a decade as a trusted Microsoft Solutions Partner, we bring depth and determination to ERP recovery, translating strategic intent into accelerated progress.

Global leaders like Coca-Cola, HP, and Hitachi have used their ERPs to drive enterprise-wide agility and visibility when implementations were grounded in strategy and not shortcuts. Their turnaround successes are proof that the right ERP approach doesn’t just fix processes but also powers industry reinvention. For CFOs, it’s a reminder that an optimized ERP is one of the most scalable levers for performance, resilience, and long-term value.

Market Watch »

Here are three key survey insights from leading analysts and media outlets showing how ERPs are gaining traction as platforms for innovation and transformation.

55%

Over 55% of retail companies are adopting hybrid ERP systems

- GlobeNewswire

Gen AI can cut ERP implementation effort by 20–40% across an organization

20-40%

- BCG

30%

AI-powered automation can reduce operational costs by up to 30%

- Accenture

6 What CFOs Can Do Now

Preventing ERP-related business setbacks in the future also requires a strategic realignment of existing systems hinging on outdated policies and practices. With the required focus, CFOs can recover losses and drive real, measurable improvements that restore performance, transparency and confidence. That's where the SPEAR framework delivers unmatched value. Using SPEAR, we empower CFOs to drive value creation and transform a failing ERP into a dynamic, data-driven strategy engine that aligns tightly with evolving business goals.



Shift ERP from a static system to a living strategy

Treat the ERP initiative not as a one-time deployment, but as a continuously evolving platform that drives strategic agility.



Create regular audit and feedback loops

Establish ongoing performance reviews and user feedback cycles to surface gaps and guide course corrections.



Align ERP ROI metrics with strategic KPIs

Measure ERP success against business-critical outcomes like margin improvement, agility, and customer satisfaction.



Act before more costs are sunk

Take proactive steps to realign or optimize your ERP before escalating issues lock in greater financial risk.

Realign, Recover and Rescue your Systems from Getting Unplugged

We know that your ERP system deserves more than to go "live." It deserves to work in tandem with your people, processes and data. Let DCG guide you along the path with our SPEAR ERP rescue team to help you uncover the root of system misalignment and answer all your questions.

Chart your path forward and lead the change, without starting over.
Your ERP is ready to unlock its full value.

Before taking the next step, our data-driven framework assesses team readiness across five key areas: strategy, posture, education, enthusiasm, and deployment. This upfront scorecard ensures alignment and clarity, so that execution starts with confidence, not guesswork.

Ready to Take the Next Step?



Schedule Your ERP Health Check

About Dynamic Consultants Group (DCG)

DCG specializes in rescuing, realigning, and redefining ERP implementations, backed by over a decade of Microsoft partnership and global delivery across 7 offices. Headquartered in Kansas City, Missouri, our mission is to help organizations become market disruptors through innovative technology, strategic consulting, and ERP transformation. With over 700 successful implementations and an average 43% client ROI in year one alone, we innovate to empower 1M+ users worldwide to work smarter, faster, and with confidence. We turn ERP challenges into industry-defining opportunities.



Contact Us Now

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Will Donovan is an Operations Strategy and ERP Consultant with DCG. He is a former Supply Chain/Logistics Product Director for global logistics and operations systems deployed by the US Marine Corps, US Navy, US Air Force, and Shell Oil. Will has deep experience in analytics, ERP, WMS, TMS, and digital strategy for US Military, oil & gas, retail distribution, and manufacturing in Asia, Europe, Middle East, and America.



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