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Data Quality and Cybersecurity on The Use and Benefits of Cloud ERP

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TREO Talk Paper

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Abstract

In recent years, Cloud Enterprise Resource Planning (CERP) systems have become increasingly popular due to their potential benefits. However, it is crucial to ensure data quality in any type of system, including CERP, to prevent negative consequences. In CERP systems, data quality is even more critical due to their highly integrated nature. Therefore, understanding the factors that impact data quality is essential to maximize the benefits of CERP. These factors include information systems characteristics, data quality characteristics, organizational factors, stakeholders' related factors, and external factors (Xu, 2013).

Cybersecurity is also a critical aspect of CERP systems. The increasing migration of data storage and transactions from traditional local hardware and software to the cloud exposes these systems to potential cybersecurity threats and vulnerabilities. Therefore, it is essential to have a robust cybersecurity plan in place to mitigate the risks.

This research aims to investigate the impact of data quality and cybersecurity on the use and benefits of CERP systems. The proposed research model will examine how data quality and cybersecurity capacities and vulnerabilities affect CERP performance outcomes. The study will identify potential negative consequences of data quality and cybersecurity vulnerabilities on CERP performance and provide insights on how to mitigate them.

Business benefits are hard to realize in practice (PwC, 2023). An often-cited advantage of CERP is lower costs. However, companies are discovering that costs of CERP can be high and therefore are either repatriating back to their traditional systems (Linthicum, 2023) or forgoing CERP altogether (Panorama, 2023). In such circumstances, if some benefits such as cost savings cannot be linked to system usage, it will be important to show other benefits such as system usage as an additional measure of systems success. At the same time, using a CERP provides many potential benefits, but it also comes with multiple challenges. Inhibitors to the adoption and use of CERP can dampen the realized business benefits or even cause unexpected damages. Therefore, the effects of data quality and cybersecurity capacities and vulnerabilities to the CERP performance need to be better understood.

In conclusion, this research highlights the importance of data quality and cybersecurity in CERP systems. The study aims to provide insights into the impact of data quality and cybersecurity on CERP performance and identify potential negative consequences. Understanding these factors will help organizations maximize the benefits of CERP systems while minimizing the risks.

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