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# Critical success factors of ERP system implementation projects – A literature review

Christian Leyh

*Technische Universität Dresden Helmholtzstr. 10 01069 Dresden, Germany, christian.leyh@tu-dresden.de*

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# **Critical success factors of ERP system implementation projects – A literature review**

**Christian Leyh**

Technische Universität Dresden  
Chair of Information Systems, esp. IS in  
Manufacturing and Commerce  
christian.leyh@tu-dresden.de

## **ABSTRACT**

The aim of our study was to gain an insight in the research field of critical success factors (CSF) of ERP implementation projects. Therefore, we conducted a literature review – a systematic review in five different databases and among several proceedings of international conferences. All in all, we identified 185 relevant papers – 95 single or multiple case studies, 55 surveys and 35 literature reviews or articles where CSFs are derived from chosen literature. From these existing studies we derived 31 different CSFs. The top three factors identified are: Top Management Support and Involvement, Project Management and User Training. Most of the relevant papers focus large enterprises. Only 12 papers explicitly focus on smaller and medium-sized enterprises (S&ME) which can be seen as research gap in this field.

## **Keywords**

ERP systems, critical success factors, CSF, literature review.