# 2014 Lawson Benchmarking Survey

# Results

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## A Snapshot of an Evolving Community

RPI conducted this benchmarking survey in June, 2014 to obtain a better understanding of the wider Lawson marketplace, especially with respect to its adoption of Lawson 10x. We sent our invitation by email to a list of individuals in over 900 organizations using Lawson. We received 80 responses.

We find that three years after its acquisition by Infor, the future of the Lawson product line is looking clearer. Lawson customers have largely kept the faith, as indicated by the fact that almost all are continuing to upgrade their systems, and a surprising number have already moved forward in implementing applications based on the new Landmark platform.

## The Survey

The responses to our online survey come from a wide variety of organizations, large and small. The number of core users in our responding organizations ranges from 15 to over 1,000. The number of people supporting the Lawson system in these organizations ranges from zero to 36.

Our sample is weighted towards organizations in the healthcare and public sectors, areas where Lawson is well established. All in all, while not a scientific sample allowing statistically significant inferences, we feel this is a reasonably representative sampling of the Lawson universe.

Most of our respondents are Lawson system "owners." While they have a variety of different roles and titles, these are the people in their organization who have overall responsibility for making sure Lawson functions are getting done.

## Findings

The most important finding is that almost all our respondents were committed to upgrading to Lawson 10x. While only 4% are already live on Lawson 10x, 13% have started upgrade process, and an additional 38% intend to upgrade within the next 12 months.

Now that the early adopters have identified the pitfalls, the majority of Lawson organizations are ready to move ahead. This is somewhat remarkable, given that there remains a considerable window of support for Lawson 9x and suggests market confidence in latest Lawson release. Only 4% said they do not intend to upgrade to Lawson 10x.

### The New Normal

85% of survey respondents have completed or are in process of completing the migration to Lawson Security. The majority of organizations that responded are utilizing Employee and Manager Self-Service (82%), LBI (70%), as well as Requisition Center (68%).

Over 70% of organizations responding to our survey have an imaging system in place that is integrated with Lawson. No one software vendor dominates here.

## In the works

Respondents acknowledged purchasing software with future plans to implement. Smart Office, LBI, Asset Management and Grants Management—were the most cited examples of products that organizations own but have not yet implemented.

## Landmark has traction

RPI was surprised to learn the extent of the adoption of Landmark applications. Over a third of our respondents have already implemented one or more Landmark applications. This is remarkable, given the fact that the significant majority are still running Lawson 9x. Organizations differ in which of the applications they have installed. IPA is by far the most commonly used, but Global HR and Contract Management also have popularity.

## Where does it hurt?

We asked about pain points, and here the answers were not surprising. Cross-browser compatibility, connectivity, and performance were commonly mentioned. Upgrades, particularly migrating customizations through the upgrade process, were commonly cited as pain points.
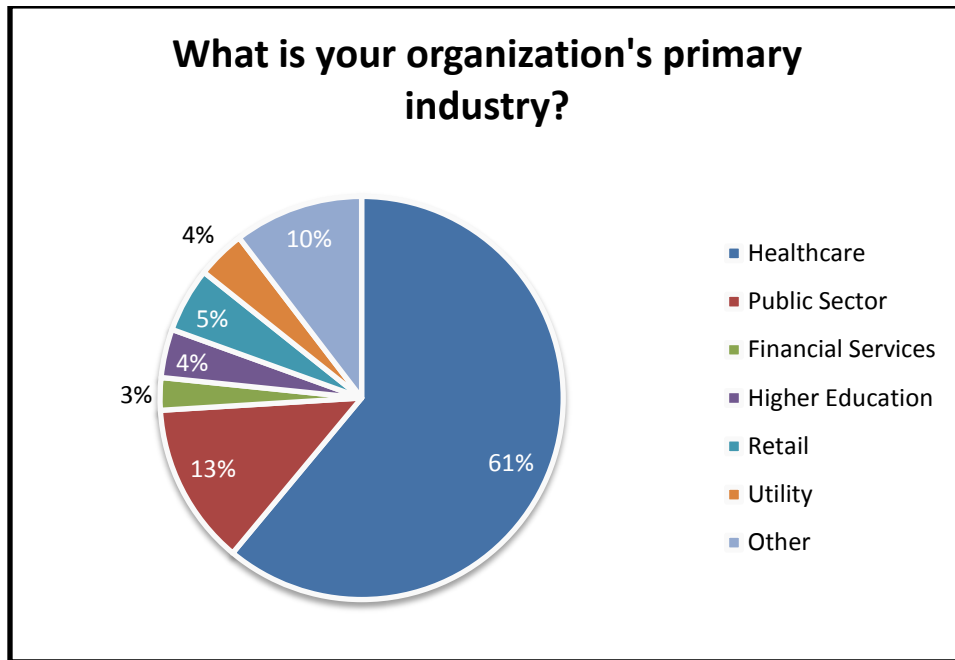
## More Webinars Please

We asked what topics would be of most interest for educational Webinars. Top choices were Lawson 10x, Smart Office, Security, IPA process flow, and Reporting.
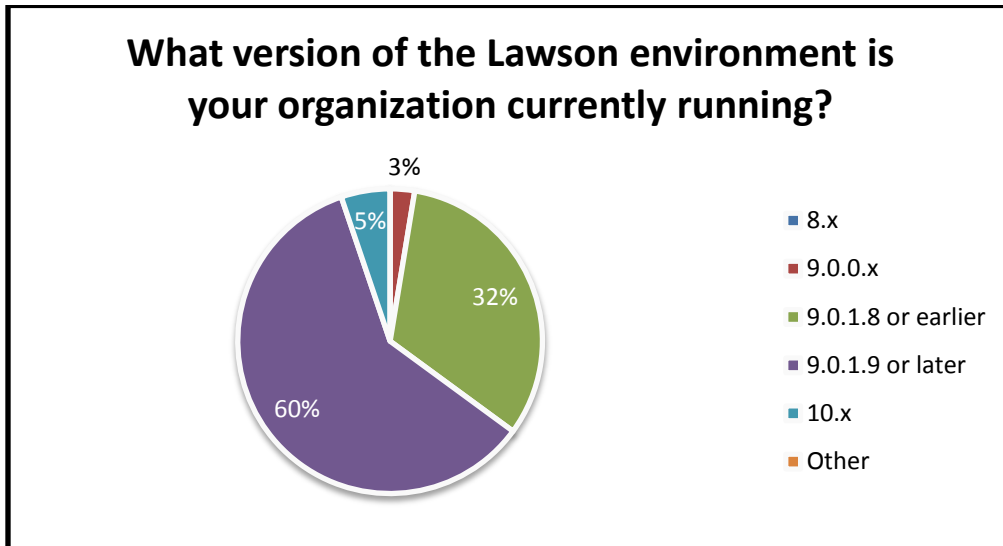
# Sectors

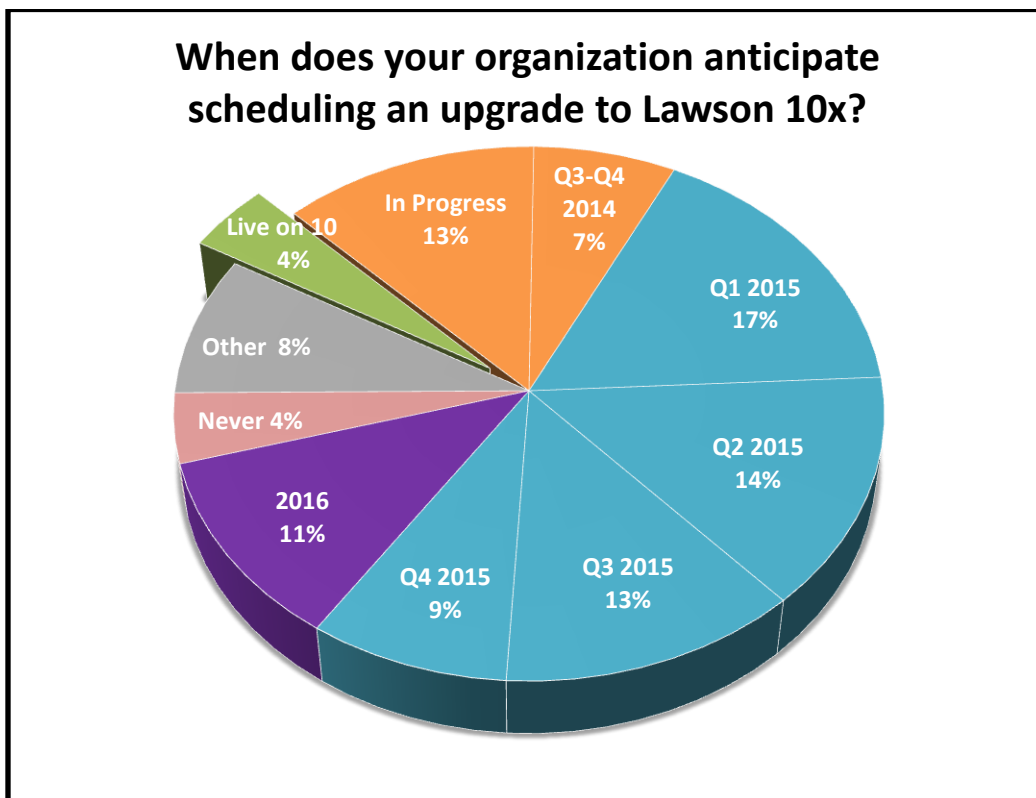Respondents by industry are roughly reflective of Lawson's market footprint.

# Versions

As of July, 2014, only 5% of responding organizations had fully upgraded to the Lawson 10x platform. None were still on version 8x.



**What version of the Lawson environment is your organization currently running?**

- 8.x
- 9.0.0.x
- 9.0.1.8 or earlier
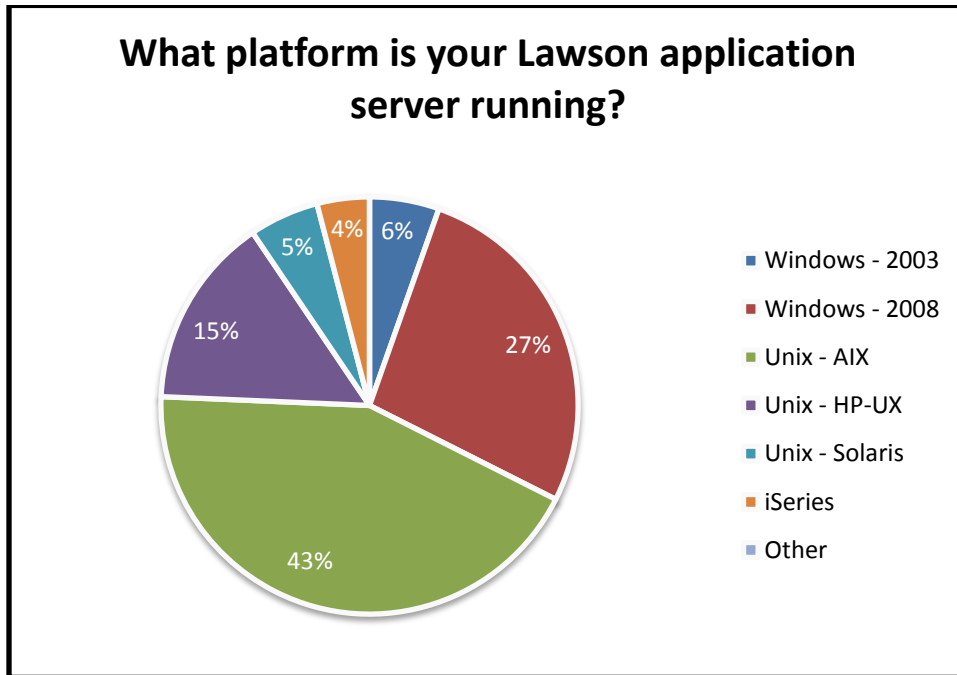- 9.0.1.9 or later
- 10.x
- Other

3%
5%
32%
60%

Approximately one fifth of organizations have already or are in the process of upgrading to Lawson 10x. More than half plan to upgrade in 2015.



**When does your organization anticipate scheduling an upgrade to Lawson 10x?**

Q3-Q4 2014 7%
In Progress 13%
Live on 10 4%
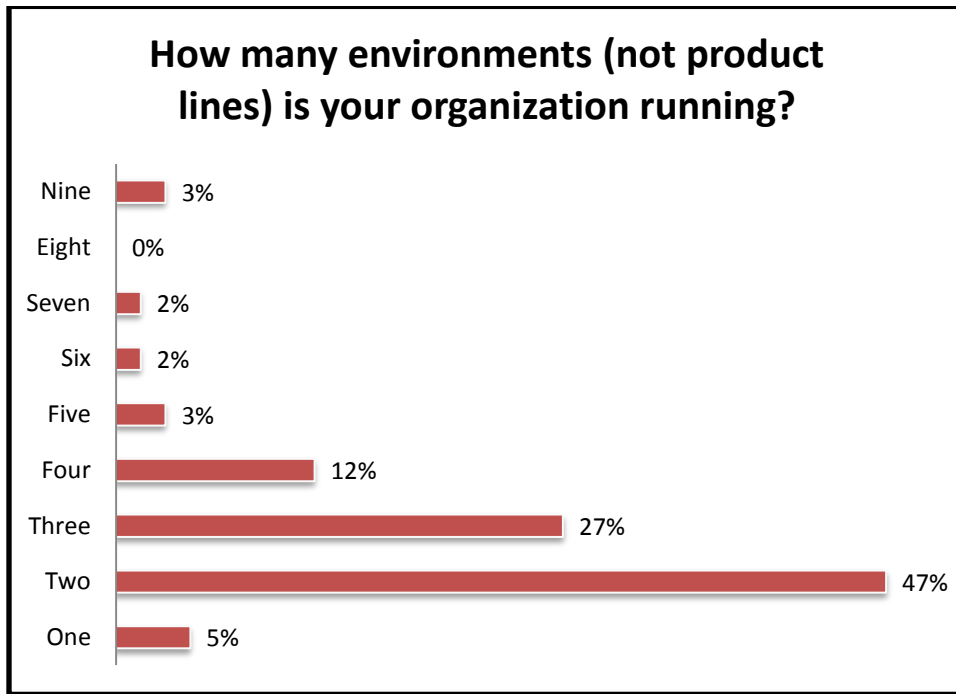Other 8%
Never 4%
2016 11%
Q4 2015 9%
Q3 2015 13%
Q2 2015 14%
Q1 2015 17%

# Platforms

65% of respondents run Lawson on a Unix platform, mostly on AIX. Only 4% run Lawson on the iSeries. The rest use Windows.

## What platform is your Lawson application server running?

- Windows - 2003
- Windows - 2008
- Unix - AIX
- Unix - HP-UX
- Unix - Solaris
- iSeries
- Other

6% — 27% — 43% — 15% — 5% — 4%

# Environments

## How many environments (not product lines) is your organization running?

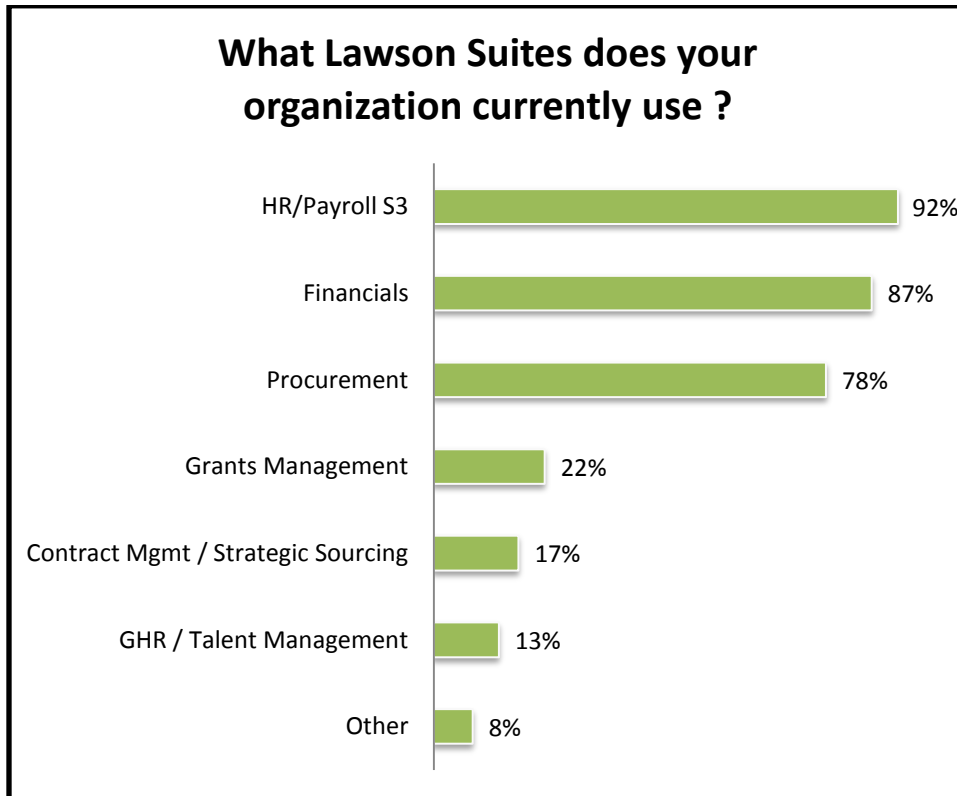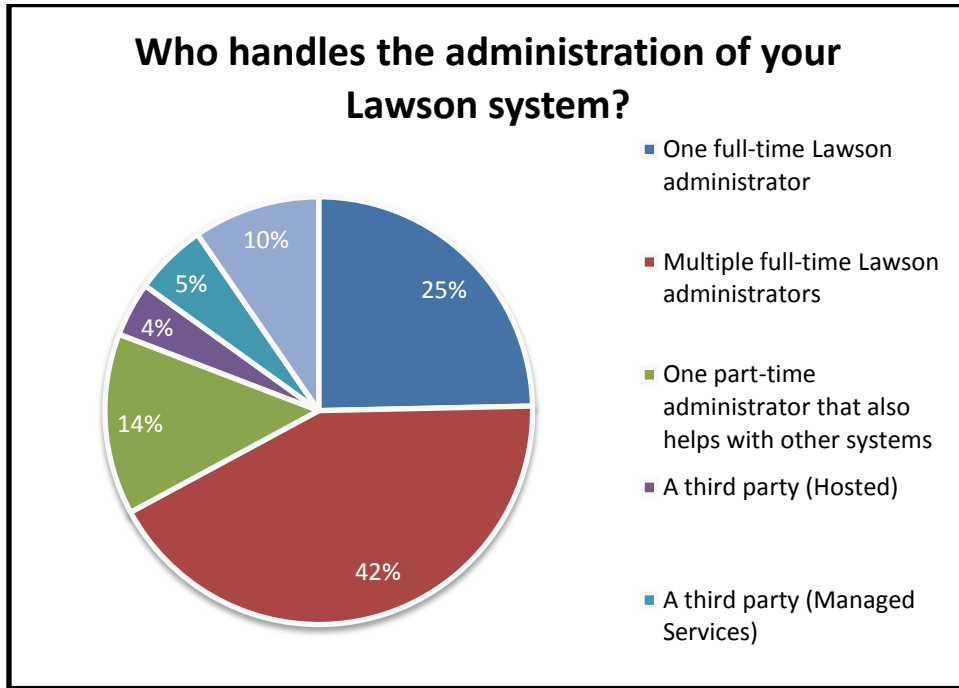| Environment | Percentage |
|---|---|
| Nine | 3% |
| Eight | 0% |
| Seven | 2% |
| Six | 2% |
| Five | 3% |
| Four | 12% |
| Three | 27% |
| Two | 47% |
| One | 5% |

# Suites

Not surprisingly, the "big three" Lawson suites, Financials, Procurement, and HR/Payroll S3 are by far the most commonly installed application suites. However, others are gaining a foothold. 22% of our respondents use the Grants Management module. 17% reported using Contract Management and/or Strategic Sourcing, while 13% use talent management.

## What Lawson Suites does your organization currently use ?

| Suite | Percentage |
|---|---|
| HR/Payroll S3 | 92% |
| Financials | 87% |
| Procurement | 78% |
| Grants Management | 22% |
| Contract Mgmt / Strategic Sourcing | 17% |
| GHR / Talent Management | 13% |
| Other | 8% |

**800+**  The average number of active Lawson users per organization. (Rage: from 30 to over 10,000 users)

# Administration

Customers administer their Lawson system in a variety of ways, including managed services (9%). More than a quarter of organizations are dependent on a single individual to administer Lawson, and many times that person manages other systems as well.

## Who handles the administration of your Lawson system?

- One full-time Lawson administrator
- Multiple full-time Lawson administrators
- One part-time administrator that also helps with other systems
- A third party (Hosted)
- A third party (Managed Services)

25%
42%
14%
4%
5%
10%

**5** **The average number of resources that support the Lawson system on a full-time basis.**

# Applications

Our survey results show Lawson Business Intelligence is widely deployed



**224**     **The average number of reports deployed.**

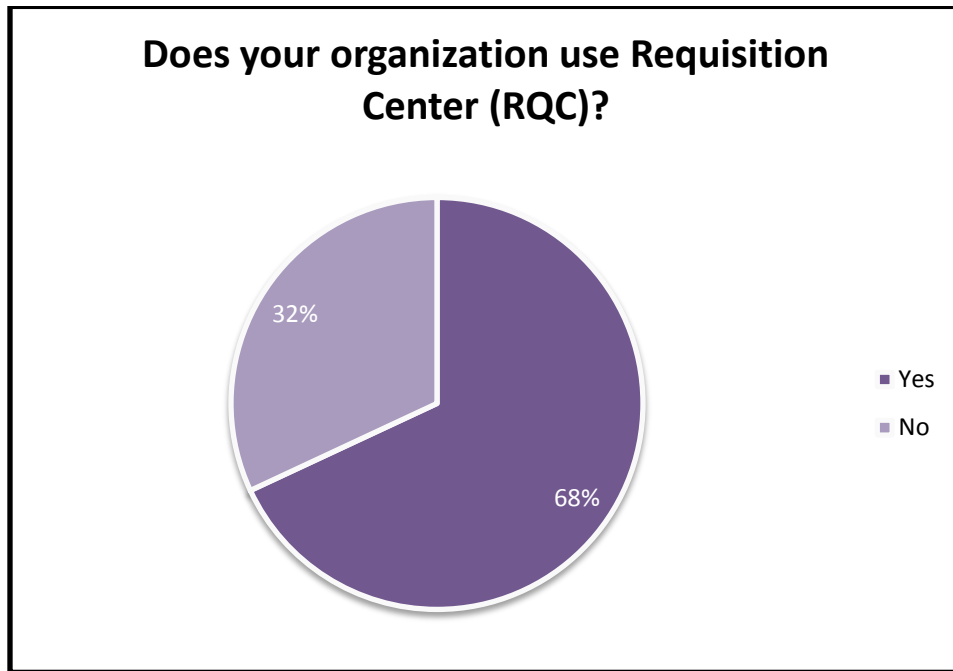**47%**     **Percent of organizations that have deployed Smart Notes deployed.**

**13**     **Average number of Dashboards deployed.**

# Self Service

## Does your organization use Employee or Manager Self Service?

18%

82%

■ Yes

■ No

**8,500+** The average number of Employee Self-Service and Manager Self-Service users.

# RQC



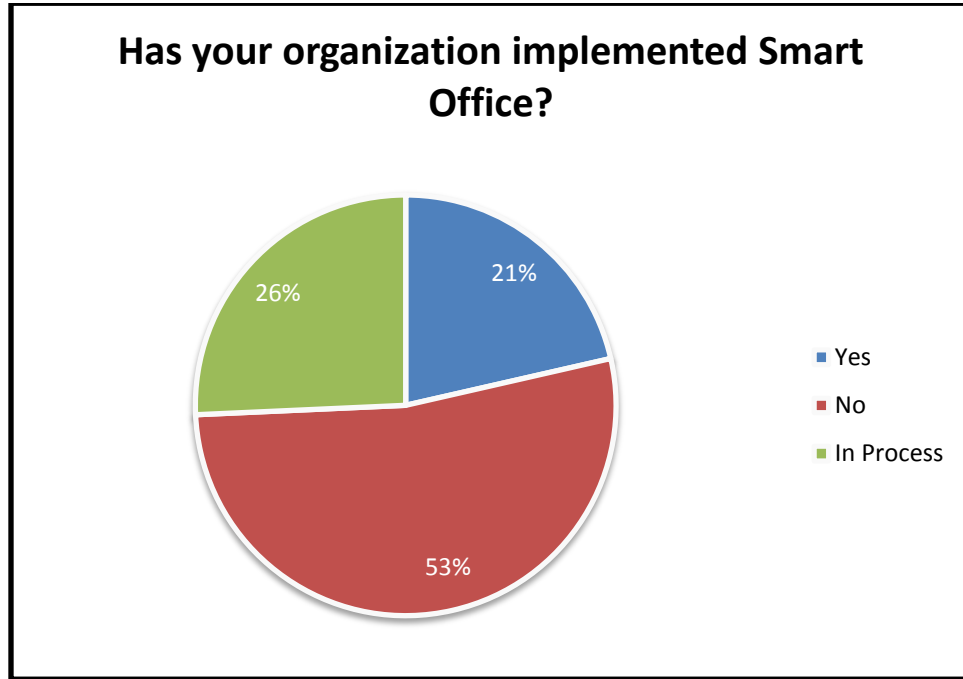**700+**    **The average number of Requisition Center (RQC) users.**

# Security

The vast majority of organizations are either on Lawson Security or are in process of implementing
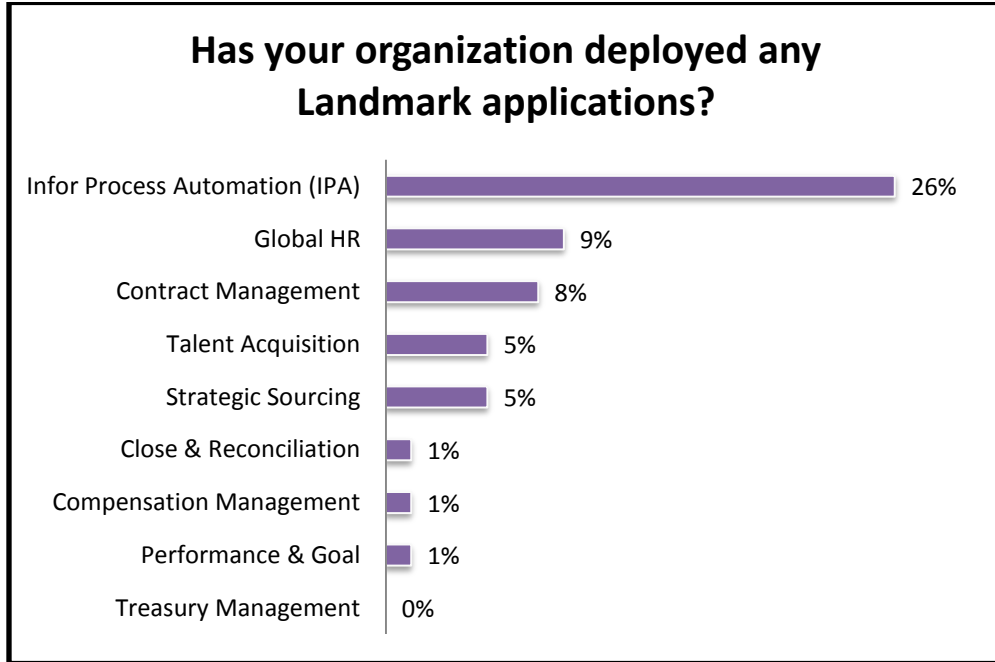
# Smart Office

Fewer than half of responding organizations have committed to Smart Office

# Landmark

It may be surprising to find that so many organizations are using one or more Landmark applications. However, it is no surprise that Infor Process Automation is popular.

**Has your organization deployed any Landmark applications?**

| Application | Percentage |
|---|---|
| Infor Process Automation (IPA) | 26% |
| Global HR | 9% |
| Contract Management | 8% |
| Talent Acquisition | 5% |
| Strategic Sourcing | 5% |
| Close & Reconciliation | 1% |
| Compensation Management | 1% |
| Performance & Goal | 1% |
| Treasury Management | 0% |

**34%**   Percentage of responding organizations that are using one or more Landmark applications.

# Imaging

More than 70% of organizations have integrated an imaging system with Lawson. No one vendor dominates.