

A Gartner G-Cloud 15 Service Definition for Cloud Consulting: Cloud Transformation — Post-Modern ERP Options Analysis

2026

Gartner G-Cloud 15 Service Definition

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Service Summary

There is a shift from monolithic ERP suites toward federated, loosely coupled environments, described by Gartner as post-modern ERP. As cloud offerings mature, organisations seek to move core ERP to cloud. This review develops options, outlines benefits, and evaluates five-year implications to inform leadership decisions and investment priorities effectively aligned.

Service Description

Gartner will independently and objectively develop a time-bound summary of:

- A review of the scope of business capabilities to be considered for the ERP
- Strategic ERP solution options for the client, including at least remain, upgrade or transition
- Review the suitability of sample alternative ERP solutions or modules
- A hybrid mix of solution and delivery models — on-premise or cloud
- Short-term and long-term options for objectively reviewed risks and benefits
- Governance models to drive change management, efficient decision making, empowerment and delivery of business value
- Critical success factors
- Lessons learned from ERP transformations globally
- A roadmap to realise the viable option

Service Benefits

- Well-managed process across key stakeholder groups
- Uses interviews and workshops to develop consensus
- Independently developed and prioritised gaps and benefits
- Research-based points of view on ERP maturity across vendors/solutions
- Access to Gartner's global analyst network of subject matter experts
- Focus on strategic objectives and delivery of business value
- Accelerates delivery of actionable insights through proven analytical capabilities
- AI-powered analysis that augments Gartner's Insights and SME delivery experience

Service Features

- Uniquely independent, impartial advice governed by our Ombuds Office
- The use of Gartner insights frameworks/consulting assets, methods/case studies
- Final presentation to executive stakeholders

Full List of Service Features

Gartner will:

- Conduct business and technical workshops and interview key stakeholder groups to build consensus on the scope and technical aspects of the business capabilities.

- Consider how clients will transform to new public service delivery models, especially as many clients target a reduced number of ERP end-users.
- Address whether this increases or simplifies ERP and reporting and management information requirements
- Assist with defining suitable ERP principles to define the target ERP vision.
- Determine whether this will reduce back-office function and ERP complexity
- Deliver final presentation to executive stakeholders

Project Approach

- Week 0: Project Initiation – kick off workshop to review scope and schedule stakeholder meetings
- Week 1: Data Collection and Interviews
 - Request documentation and develop preparation plans for further phases
 - Agree on stakeholder interviews and workshop schedule
- Week 2 to 5: Discovery
 - Perform interviews with HR and finance, IT architecture and review documentation.
 - Develop a high-level view of capabilities in scope and key requirements
 - Run a discovery workshop to confirm current functionality, capture issues and define ERP vision encompassing the scope of ERP, IT and architecture goals, principles and objectives.
 - Conduct initial market assessment data gathering –candidate replacement modules using the latest Gartner research.
 - Package stakeholder requirements into the target architecture and core services needed to deliver the target platform architecture vision
- Week 6 to 8: Assess Capabilities and Identity Gaps
 - Map ERP business capabilities to future TOM
 - Capture current ERP costs, integration complexity and size
 - Discuss ERP governance model
 - Develop a long list of possible replacement solutions
 - Identify gaps (AS IS vs. TO BE) via workshop
- Week 9: Determine Required Actions
 - Identify future technology options for ERP (4 or 5)
 - Refine the list of candidate options and score
 - Identify key risks and actions to address/mitigate gaps.
 - Develop a high-level projection of effort to retain or replace and implement future state modules at the option level
 - Develop qualitative benefits and commentary on the case for change
- Week 10: Finalise and Present Target Platform Architecture
 - Develop a full and executive summary report
 - Present report to key client stakeholders

Project Schedule

Completion of this engagement will be within 10-11 weeks.

Assumptions

- The client will ensure the availability of resources to support this (as agreed at or before the kick-off)
- Gartner will group stakeholder meetings into data-gathering sessions with multiple participants to optimise collaboration across the stakeholders and maximise efficiency