

# **Critical Success Factors for ERP Systems' Post-Implementations of SMEs in Saudi Arabia: A Top Management and Vendors' Perspective**

## **ABSTRACT**

Although numerous case studies have determined the critical success factors (CSFs) for enterprise resource planning (ERP) during the adoption and implementation stages, empirical investigations of CSFs for ERP in post-implementation stages (after going live) are in scarcity. As such, this study examined the influence of top management support and vendor support as CSFs on the post-implementation stage of ERP systems in small and medium enterprises (SMEs) established in the Kingdom of Saudi Arabia (KSA). A total of 177 end-users of ERP systems from two manufacturing organizations in KSA that had implemented on-premises ERP systems were involved in this study. Data gathered from structured questionnaires were analyzed using SmartPLS3 and SPSS software programs. The regression analysis was performed to assess the correlations among the variables. Out of seven CSFs identified from the literature, the impact of top management support was significant on user training, competency of internal Information Technology (IT) department, and effective communication between departments, but insignificant on continuous vendor support. Meanwhile, continuous vendor support had a significant influence on continuous integration of the system, but was insignificant on user interfaces and custom code. The study outcomes may serve as practical guidance for effective post-implementation in ERP systems. Referring to the proposed research model, ERP post-implementation success in KSA was significantly influenced by top management support, whereas continuous vendor support displayed a substantial impact on the continuous integration of ERP systems.