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This book contains 15 thoroughly refereed research papers selected from 90 submissions for the 5th, 6th, and 7th International Workshop on Enterprise Systems, Pre-ICIS 2010–2012, held in St. Louis, MO, USA, in December 2010, in Shanghai, China, in December 2011, and in Orlando, FL, USA, in December 2012, respectively. In addition, two invited papers complete this volume.

The contributions in this edited book are multidisciplinary in scope and cover strategic, organizational, and technological dimensions. They range from purely conceptual to literature reviews to papers on teaching-related aspects. Taken together, these papers provide a holistic view of the enterprise systems research domain, including key characteristics, implementation issues, general aspects of enterprise systems use, specific solutions such as CRM and SCM, and future research directions.



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