

## **Lessons from the Disputes of Others**

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ERP Implementations are notorious for ending in dissatisfaction if not outright failure. In some cases, the unhappiness escalates into lawsuits where the parties involved in the implementations look to the courts for restitution. These suits provide a powerful reminder of the things that can go wrong in an implementation and by extension insight into elements that training programs can address to better prepare students to implement ERP systems and to be informed buyers of IT services.