



INFO~TECH
RESEARCH GROUP

DATA QUADRANT REPORT

Enterprise Resource Planning - Midmarket

MAY 2024

This report features: SAP Business One | Acumatica Cloud ERP | SAP S/4HANA | Sage Intacct | Odoo | Sage X3 | Oracle NetSuite ERP | Certinia ERP Cloud | Tyler Technologies Enterprise ERP | SYSPRO ERP | Unit4 ERP | BST11 | Dynamics 365 Business Central | Rootstock Cloud ERP | IFS ERP | Deltek Vantagepoint | Deltek Costpoint | Epicor Kinetic | SAP Business ByDesign

1100

REVIEWS

25

PRODUCTS INCLUDED

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How to Use the Report

Info-Tech's Data Quadrant Reports provide a comprehensive evaluation of popular products in the Enterprise Resource Planning - Midmarket market. This buyer's guide is designed to help prospective purchasers make better decisions by leveraging the experiences of real users.

The data in this report is collected from real end users, meticulously verified for veracity, exhaustively analyzed, and visualized in easy to understand charts and graphs. Each product is compared and contrasted with all other products in the category to create a holistic, unbiased view of the product landscape.

Use this report to determine which product is right for your organization. For highly detailed reports on individual products, see Info-Tech's Product Scorecard.

Data collected from reviewers in: organizations with fewer than 5,000 employees.

This report is available free of charge for internal use only to assist with software evaluation and selection. Sharing, republishing, distributing, or otherwise copying any portion of this report without the express written consent of SoftwareReviews.com is strictly prohibited.

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Software Directory

ENTERPRISE RESOURCE PLANNING - MIDMARKET SOFTWARE

Selecting software can be overwhelming and one of the biggest challenges facing organizations is understanding the marketplace and identifying all of the available vendors and products. The Software Directory is a comprehensive list of all relevant software products in a particular category. Use this page to create the right product shortlist by exploring all of the options available to your organization.



Enterprise Resource Planning - Midmarket Software

 24SevenOffice ERP	 3i Orion ERP	 abasERP Core Package
 AccessIG PRO-III	 ACERO	 Acumatica Cloud ERP
 AFS ERP	 AIM Vision ERP	 Apollo ERP
 Apprise ERP	 Aptean ERP	 BizAutomation.com ERP
 Bizowie ERP	 B&L Odyssey ERP	 BST11
 Carillon ERP	 Certinia ERP Cloud	 CGI ERP Solutions
 CGS BlueCherry ERP	 CREST ERP	 CSB ERP Application
 Datacor ERP Solutions	 DataModes ERP	 Datev ERP System
 DeFacto ERP	 Deltek Costpoint	 Deltek Maconomy
 Deltek Vantagepoint	 D+H Bank Core	 Dynamics 365 Business Central
 ECi ECiM1 ERP	 EFI ERP Solutions	 Epicor Kinetic
 Epicor Prophet 21 Cloud ERP	 Everest ERP	 Exact ERP Solutions

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Enterprise Resource Planning - Midmarket Software

 Exel Computer Systems EFACS E/8	 Focus i	 Fusion Software ERP
 GDS ProfitTool	 Global Shop Solutions ERP Software	 HansaWorld Standard ERP
 Harris Data ERP Applications	 IFS Enterprise Resource Planning	 Infor Addage
 Infor LN	 Infor M3	 Infor SyteLine
 INTEGRA E-Business	 Iptor ERP (Formerly IBS)	 IQMS EnterpriseIQ
 JAMIS Prime ERP	 Jeeves ERP	 JOMAR ERP & Enterprise Mobility
 Kenandy Cloud ERP Platform	 Metasystems Accelerated ERP	 MIE Trak Pro
 Millennium III (M3)	 Minotaur ERP	 NGC ERP
 Odoo	 OmegaCube ERP	 OpenPro ERP
 Open Systems Traverse	 Oracle NetSuite ERP	 PayTraq ERP
 Pentagon 2000SQL ERP	 Plex MES	 PolyPM ERP
 Priority ERP	 ProcessPro	 PSI ERP

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Selecting software can be overwhelming and one of the biggest challenges facing organizations is understanding the marketplace and identifying all of the available vendors and products. The Software Directory is a comprehensive list of all relevant software products in a particular category. Use this page to create the right product shortlist by exploring all of the options available to your organization.



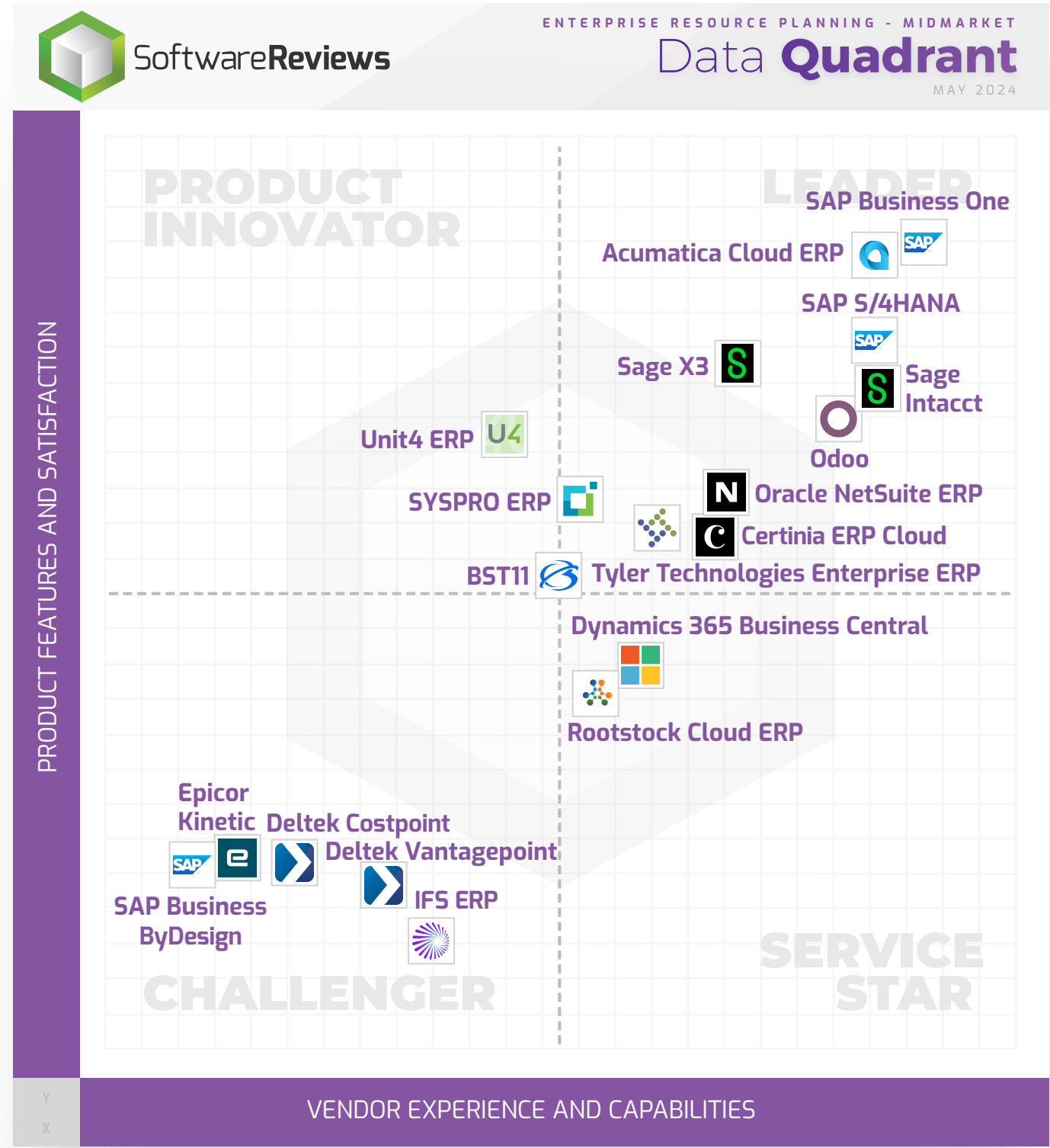
Enterprise Resource Planning - Midmarket Software

 QAD Adaptive ERP	 Rootstock Cloud ERP	 Sage Intacct
 Sage X3	 SAP Business ByDesign	 SAP Business One
 SAP S/4HANA Cloud	 SouthWare ERP Accounting Software	 STYLEman ERP
SynergyERP	 SYSPRO ERP	The ADaM System
 TrueERP	 TYASuite Cloud ERP Software	 Tyler Technologies Enterprise ERP
 Unanet ERP AE	 Unit4 ERP	 VersAccount Cloud ERP
 Visibility.net ERP Software	 WorkWise ERP Application Suite	 Xantel AMAPS+PLUS
 Xledger	 Xperia Comprehensiv Enterprise System	 XTuple ERP
 Yonyou ERP		

SOFTWARE REVIEWS Data Quadrant



Assess vendor and product performance at a glance and use the SoftwareReviews Data Quadrant to identify which products and vendors are leading the pack and which are trailing.



ENTERPRISE RESOURCE PLANNING - MIDMARKET

The Software Reviews Data Quadrant evaluates and ranks products based on feedback from IT and business professionals. The placement of a software in the Data Quadrant indicates its relative ranking as well as its categorization.

The Complete Software Experience

When distilled down, the software experience is shaped by both the experience with the software and the relationship with the vendor. Evaluating enterprise software along these two dimensions provides a comprehensive understanding of the product and helps identify vendors that can deliver on both.

Product Features and Satisfaction

The satisfaction is captured in the overall satisfaction score, which is driven by the likelihood of users to recommend the software, combined with user satisfaction across top product features.

Vendor Experience and Capabilities

The vendor relationship is calculated in a weighted average of the satisfaction scores tied to vendor capabilities (e.g. software implementation, training, customer support, product roadmap) as well as emotional response ratings toward the vendor (e.g. trustworthy, respectful, fair).

Note: Software product placement is based on the scores provided by users, recency of the reviews, and review volume. Axes are dynamically adjusted based on the minimum and maximum values in the data set.

Category Overview

This page provides a high level summary of product performance within the Enterprise Resource Planning - Midmarket category. Products are ranked by a composite satisfaction score (Composite Score) that averages four different areas of evaluation: Net Emotional Footprint, Vendor Capabilities, Product Features, and Likeliness to Recommend. The Net Emotional Footprint Score measures user emotional response ratings of the vendor (e.g. trustworthy, respectful, fair).

Use this data to get a sense of the field, and to see how the products you’re considering stack up.

RANK	PRODUCT	COMPOSITE SCORE	NET EMOTIONAL FOOTPRINT	NET EMOTIONAL FOOTPRINT DISTRIBUTION	VENDOR CAPABILITIES	PRODUCT FEATURES	LIKELINESS TO RECOMMEND	NUMBER OF REVIEWS
	 SAP Business One	8.6/10	+92 	 -- NEGATIVE93% POSITIVE	85%	88%	91%	48
	 Acumatica Cloud ERP	8.5/10	+81 	 5% NEGATIVE86% POSITIVE	81%	82%	85%	117
	 SAP S/4HANA	8.4/10	+89 	 2% NEGATIVE91% POSITIVE	78%	80%	86%	71
	 Sage Intacct	8.3/10	+94 	 -- NEGATIVE95% POSITIVE	84%	84%	89%	50
	 Odoo	8.2/10	+97 	 -- NEGATIVE97% POSITIVE	80%	85%	89%	28
	 Sage X3	8.1/10	+79 	 5% NEGATIVE84% POSITIVE	76%	80%	84%	76
7	 Oracle NetSuite ERP	7.9/10	+83 	 4% NEGATIVE87% POSITIVE	80%	81%	83%	92
8	 Certinia ERP Cloud	7.8/10	+84 	 3% NEGATIVE87% POSITIVE	79%	82%	82%	42
9	 Tyler Technologies Enterprise ERP	7.7/10	+80 	 7% NEGATIVE87% POSITIVE	77%	78%	82%	35
10	 SYSPRO ERP	7.6/10	+74 	 5% NEGATIVE79% POSITIVE	77%	79%	84%	21
AVERAGE SCORES		7.5/10	+79 	 5% NEGATIVE84% POSITIVE	77%	78%	83%	53

Category Overview

This page provides a high level summary of product performance within the Enterprise Resource Planning - Midmarket category. Products are ranked by a composite satisfaction score (Composite Score) that averages four different areas of evaluation: Net Emotional Footprint, Vendor Capabilities, Product Features, and Likeliness to Recommend. The Net Emotional Footprint Score measures user emotional response ratings of the vendor (e.g. trustworthy, respectful, fair).

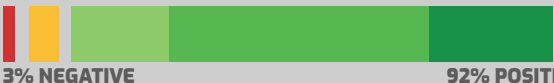
Use this data to get a sense of the field, and to see how the products you’re considering stack up.

RANK	PRODUCT	COMPOSITE SCORE	NET EMOTIONAL FOOTPRINT	NET EMOTIONAL FOOTPRINT DISTRIBUTION	VENDOR CAPABILITIES	PRODUCT FEATURES	LIKELINESS TO RECOMMEND	NUMBER OF REVIEWS
11	 Unit4 ERP	7.5/10	+59 	 11% NEGATIVE70% POSITIVE	72%	74%	80%	86
12	 BST11	7.4/10	+78 	 5% NEGATIVE83% POSITIVE	73%	74%	86%	46
13	 Dynamics 365 Business Central	7.4/10	+86 	 2% NEGATIVE88% POSITIVE	80%	82%	81%	26
14	 Rootstock Cloud ERP	7.4/10	+81 	 3% NEGATIVE84% POSITIVE	75%	76%	78%	34
15	 IFS ERP	6.7/10	+79 	 3% NEGATIVE82% POSITIVE	74%	73%	75%	51
16	 Deltek Vantagepoint	6.7/10	+78 	 5% NEGATIVE83% POSITIVE	71%	74%	77%	55
17	 Deltek Costpoint	6.5/10	+64 	 8% NEGATIVE72% POSITIVE	71%	73%	76%	34
18	 Epicor Kinetic	6.4/10	+65 	 11% NEGATIVE76% POSITIVE	72%	73%	79%	56
19	 SAP Business ByDesign	6.4/10	+60 	 11% NEGATIVE71% POSITIVE	75%	73%	82%	32
AVERAGE SCORES		7.5/10	+79 	 5% NEGATIVE84% POSITIVE	77%	78%	83%	53
PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS								
--	 Aptean ERP	7.1/10	+79 	 5% NEGATIVE84% POSITIVE	85%	83%	83%	17

Category Overview

This page provides a high level summary of product performance within the Enterprise Resource Planning - Midmarket category. Products are ranked by a composite satisfaction score (Composite Score) that averages four different areas of evaluation: Net Emotional Footprint, Vendor Capabilities, Product Features, and Likeliness to Recommend. The Net Emotional Footprint Score measures user emotional response ratings of the vendor (e.g. trustworthy, respectful, fair).

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RANK	PRODUCT	COMPOSITE SCORE	NET EMOTIONAL FOOTPRINT	NET EMOTIONAL FOOTPRINT DISTRIBUTION	VENDOR CAPABILITIES	PRODUCT FEATURES	LIKELINESS TO RECOMMEND	NUMBER OF REVIEWS
	PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS							
--	 DeFacto ERP	7.0/10	+79 	 7% NEGATIVE86% POSITIVE	75%	81%	83%	10
--	 Deltek Maconomy	6.9/10	+89 	 3% NEGATIVE92% POSITIVE	73%	77%	79%	19
--	 Infor LN	6.8/10	+78 	 3% NEGATIVE81% POSITIVE	77%	76%	86%	17
--	 Infor M3	6.4/10	+63 	 8% NEGATIVE71% POSITIVE	72%	76%	84%	24
--	 Infor SyteLine	6.4/10	+67 	 6% NEGATIVE73% POSITIVE	73%	76%	82%	13

Vendor Capability Summary

This page summarizes user satisfaction with a variety of vendor capabilities regarding their product offering(s). Look for strong and consistent performance across the board when assembling your shortlist, and follow-up on areas of concern during the evaluation and negotiation processes.

PRODUCT	OVERALL CAPABILITY SATISFACTION	BUSINESS VALUE CREATED	BREADTH OF FEATURES	QUALITY OF FEATURES	PRODUCT STRATEGY AND RATE OF IMPROVEMENT	USABILITY AND INTUITIVENESS	VENDOR SUPPORT	EASE OF DATA INTEGRATION	EASE OF ADMINISTRATION	EASE OF CUSTOMIZATION	AVAILABILITY AND QUALITY OF TRAINING	EASE OF IMPLEMENTATION
SAP Business One	85%	87%	85%	88%	84%	84%	84%	86%	82%	85%	85%	84%
Sage Intacct	84%	82%	84%	84%	83%	84%	89%	85%	82%	86%	82%	86%
Acumatica Cloud ERP	81%	83%	83%	83%	80%	82%	80%	82%	83%	78%	79%	81%
Dynamics 365 Business Central	80%	82%	82%	78%	82%	85%	80%	78%	81%	82%	74%	82%
Odoo	80%	85%	81%	82%	78%	80%	73%	81%	76%	81%	84%	84%
Oracle NetSuite ERP	80%	82%	80%	81%	79%	79%	81%	81%	81%	79%	77%	79%
Certinia ERP Cloud	80%	79%	82%	82%	81%	78%	75%	85%	77%	78%	78%	79%
SAP S/4HANA Cloud	79%	80%	80%	81%	83%	81%	79%	76%	85%	73%	76%	75%
Tyler Technologies Enterprise ERP	77%	78%	77%	79%	75%	80%	75%	76%	77%	78%	76%	77%
Sage X3	77%	79%	81%	78%	75%	79%	71%	76%	76%	76%	73%	78%
CATEGORY AVERAGE	77%	78%	79%	78%	76%	77%	77%	77%	78%	75%	76%	78%

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SYSPRO ERP	76%	76%	78%	74%	77%	70%	78%	73%	75%	76%	82%	81%
Rootstock Cloud ERP	76%	75%	74%	80%	76%	74%	75%	78%	76%	70%	77%	80%
SAP Business ByDesign	75%	78%	78%	73%	70%	73%	73%	74%	86%	78%	71%	77%
IFS Enterprise Resource Planning	74%	73%	76%	76%	73%	77%	77%	73%	73%	73%	73%	75%
BST11	73%	71%	76%	73%	72%	71%	88%	71%	81%	54%	75%	76%
Unit4 ERP	72%	74%	76%	71%	69%	69%	71%	75%	74%	74%	68%	71%
Epicor Kinetic	72%	74%	76%	70%	72%	73%	67%	71%	71%	78%	67%	72%
Deltek Vantagepoint	72%	77%	71%	74%	71%	65%	73%	73%	76%	67%	67%	74%
Deltek Costpoint	71%	73%	74%	72%	72%	68%	74%	70%	65%	67%	72%	70%
CATEGORY AVERAGE	77%	78%	79%	78%	76%	77%	77%	77%	78%	75%	76%	78%

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

Infor M3	71%	78%	74%	77%	76%	69%	59%	77%	72%	66%	71%	65%
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Vendor Capability Summary

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CATEGORY AVERAGE	77%	78%	79%	78%	76%	77%	77%	77%	78%	75%	76%	78%

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS												
Deltek Maconomy	73%	80%	68%	69%	80%	68%	74%	73%	74%	77%	67%	67%
Aptean ERP	85%	87%	82%	85%	84%	88%	82%	84%	87%	86%	84%	87%
Infor LN	77%	80%	83%	79%	74%	70%	76%	78%	80%	83%	71%	72%
Infor SyteLine	74%	74%	76%	78%	71%	75%	60%	75%	71%	77%	79%	71%
DeFacto ERP	75%	82%	62%	72%	72%	82%	76%	75%	78%	79%	76%	69%

Vendor Capability Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Vendor Capabilities

This table lists and briefly describes all vendor capabilities that are evaluated in the Enterprise Resource Planning - Midmarket software category. For your convenience, you will also find longer descriptions of the capabilities under the capability subheadings in the subsequent pages.

Business Value Created	The underlying purpose of software is to create value for employees, customers, partners and ultimately shareholders. As a result, it is imperative that any software selection be aligned with the organization’s needs and deliver enough business value to justify the cost. The data below highlights the satisfaction level associated with the business value derived from various product offerings. Use this information to identify the software that consistently creates business value for its customers.	Vendor Support	The importance of vendor support will vary for each organization depending on internal capabilities, but there will always be issues that only the vendor can resolve. Use the data in this section to see which vendors tend to under-service their product and which will offer quality support.
Breadth of Features	Users prefer to work with feature rich software that enables them to perform diverse series of tasks as opposed to one they find restrictive. The data below highlights the satisfaction level associated with the breadth of features from various product offerings. Use this information to identify which software offers valuable comprehensive functionality that extends beyond the basic level.	Ease of Data Integration	The ability to integrate with other systems is increasingly important; without this, manual data loading and extraction can be time-consuming and prone to error. Use this section to see which vendors will cause headaches and which will make data integration easy.
Quality of Features	Feature quality is just as important as quantity. Software needs to do what you’re purchasing it to do, easily, intuitively, reliably, and effectively. Use the data in this section to gauge whether or not a product follows through on the marketing hype by delivering high quality features.	Ease of Administration	Administrative interfaces don’t get the same attention as those built for end users, but they shouldn’t be clunky or unintuitive. Use the data in this section to determine which vendors make administration easy, so that your IT personnel can resolve issues and perform configurations efficiently and effectively.
Product Strategy and Rate of Improvement	Purchasing software can be a significant commitment, so it’s important to know if your vendor is serious about the need for constant improvement and deliberate strategic direction. Vendors who don’t stay on top of emerging needs and trends won’t enable you to meet your business goals. Use the data in this section to separate innovators from imposters.	Ease of Customization	Out-of-the-box functionality often isn’t enough, especially for niche or industry-specific software, and the reason you’re buying rather than building is to save time and money in the first place. Don’t get bogged down in a difficult customization; use the data in this section to make sure you can easily achieve the functionality you need for your particular situation.
Usability And Intuitiveness	End user learning curves cost the organization money. Pay attention to your end users’ technical ability to determine how important UX is in your purchase.	Availability and Quality of Training	Effective and readily available training enables users to get the most out of the software you’ve chosen. Use this section to make sure your vendor’s training programs and materials measure up.
		Ease of Implementation	Choosing the right software is only the first step. Successfully implementing the new solution is necessary in order to realize its full value and promote end user adoption. Use the data in this section to determine which software is easy to implement, and which may jeopardize your goals by causing trouble in this stage.

Vendor Capability Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Business Value Created

The underlying purpose of software is to create value for employees, customers, partners and ultimately shareholders. As a result, it is imperative that any software selection be aligned with the organization's needs and deliver enough business value to justify the cost. The data below highlights the satisfaction level associated with the business value derived from various product offerings. Use this information to identify the software that consistently creates business value for its customers.

 SAP BUSINESS ONE TOP PRODUCT Delights 55% Highly Satisfies 40% Almost Satisfies 5% Disappoints -- 87% Business Value Created				
2	 Odoo		85%	28 REVIEWS
3	 Acumatica Cloud ERP		83%	117 REVIEWS
4	 Oracle NetSuite ERP		82%	92 REVIEWS
5	 Dynamics 365 Business Central		82%	26 REVIEWS
6	 Sage Intacct		82%	50 REVIEWS
7	 SAP S/4HANA Cloud		80%	71 REVIEWS
8	 Certinia ERP Cloud		79%	42 REVIEWS
9	 Sage X3		79%	76 REVIEWS
10	 Tyler Technologies Enterprise ERP		78%	35 REVIEWS
11	 SAP Business ByDesign		78%	32 REVIEWS
12	 Deltek Vantagepoint		77%	55 REVIEWS
13	 SYSPRO ERP		76%	21 REVIEWS
14	 Rootstock Cloud ERP		75%	34 REVIEWS
15	 Unit4 ERP		74%	86 REVIEWS
16	 Epicor Kinetic		74%	56 REVIEWS
CATEGORY AVERAGE 78%				

17	 IFS Enterprise Resource Planning		73%	51 REVIEWS
18	 Deltek Costpoint		73%	34 REVIEWS
19	 BST11		71%	46 REVIEWS
CATEGORY AVERAGE 78%				

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--	 Infor M3		78%	24 REVIEWS
--	 Deltek Maconomy		80%	19 REVIEWS
--	 Aptean ERP		87%	17 REVIEWS
--	 Infor LN		80%	17 REVIEWS
--	 Infor SyteLine		74%	13 REVIEWS
--	 DeFacto ERP		82%	10 REVIEWS

Vendor Capability Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Breadth of Features

Users prefer to work with feature rich software that enables them to perform diverse series of tasks as opposed to one they find restrictive. The data below highlights the satisfaction level associated with the breadth of features from various product offerings. Use this information to identify which software offers valuable comprehensive functionality that extends beyond the basic level.



SAP BUSINESS ONE

TOP PRODUCT

Delights

54%

Highly Satisfies

33%

Almost Satisfies

13%

Disappoints

--

85%

Breadth of Features

2	 Sage Intacct		84%	50 REVIEWS
3	 Acumatica Cloud ERP		83%	117 REVIEWS
4	 Certinia ERP Cloud		82%	42 REVIEWS
5	 Dynamics 365 Business Central		82%	26 REVIEWS
6	 Sage X3		81%	76 REVIEWS
7	 Odoo		81%	28 REVIEWS
8	 SAP S/4HANA Cloud		80%	71 REVIEWS
9	 Oracle NetSuite ERP		80%	92 REVIEWS
10	 SYSPRO ERP		78%	21 REVIEWS
11	 SAP Business ByDesign		78%	32 REVIEWS
12	 Tyler Technologies Enterprise ERP		77%	35 REVIEWS
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14	 IFS Enterprise Resource Planning		76%	51 REVIEWS
15	 Epicor Kinetic		76%	56 REVIEWS
16	 BST11		76%	46 REVIEWS

CATEGORY AVERAGE

79%

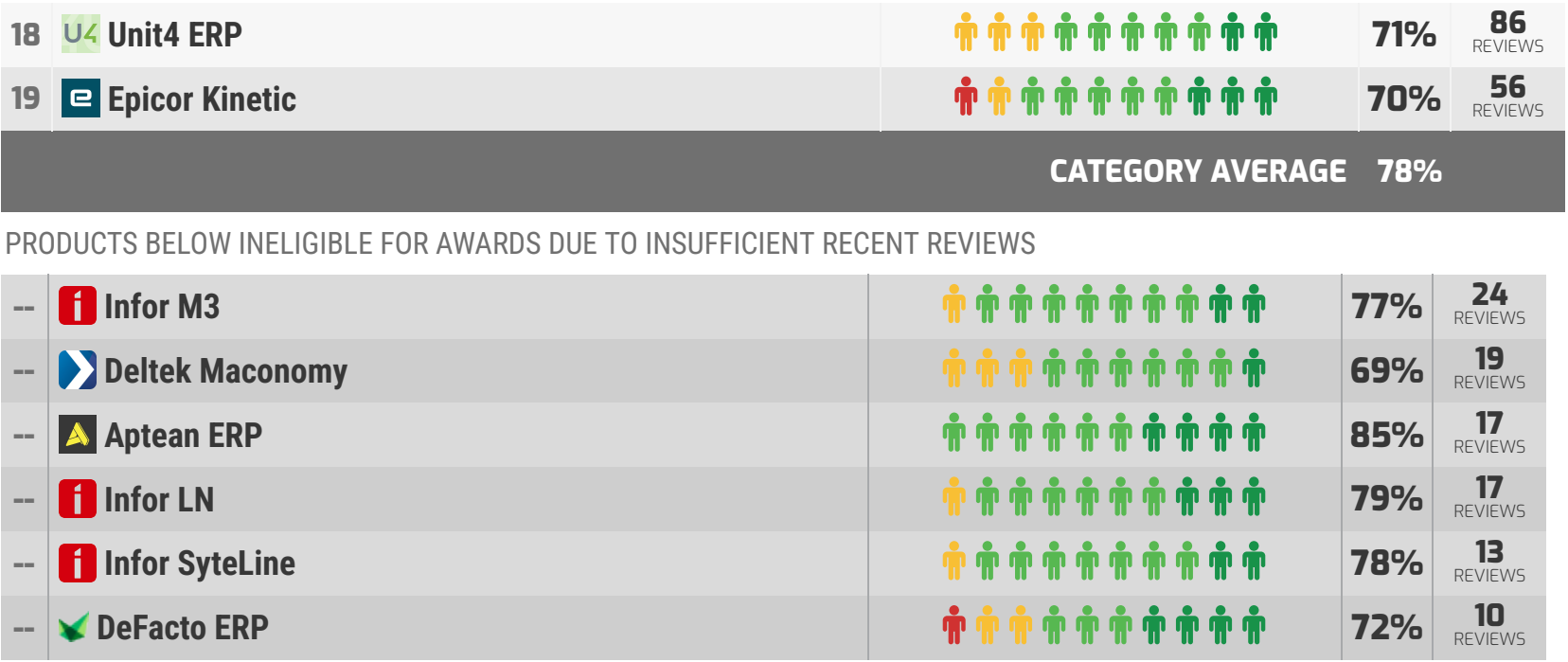
17	 Rootstock Cloud ERP		74%	34 REVIEWS
18	 Deltek Costpoint		74%	34 REVIEWS
19	 Deltek Vantagepoint		71%	55 REVIEWS
CATEGORY AVERAGE 79%				

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--	 Infor M3		74%	24 REVIEWS
--	 Deltek Maconomy		68%	19 REVIEWS
--	 Infor LN		83%	17 REVIEWS
--	 Aptean ERP		82%	17 REVIEWS
--	 Infor SyteLine		76%	13 REVIEWS
--	 DeFacto ERP		62%	10 REVIEWS

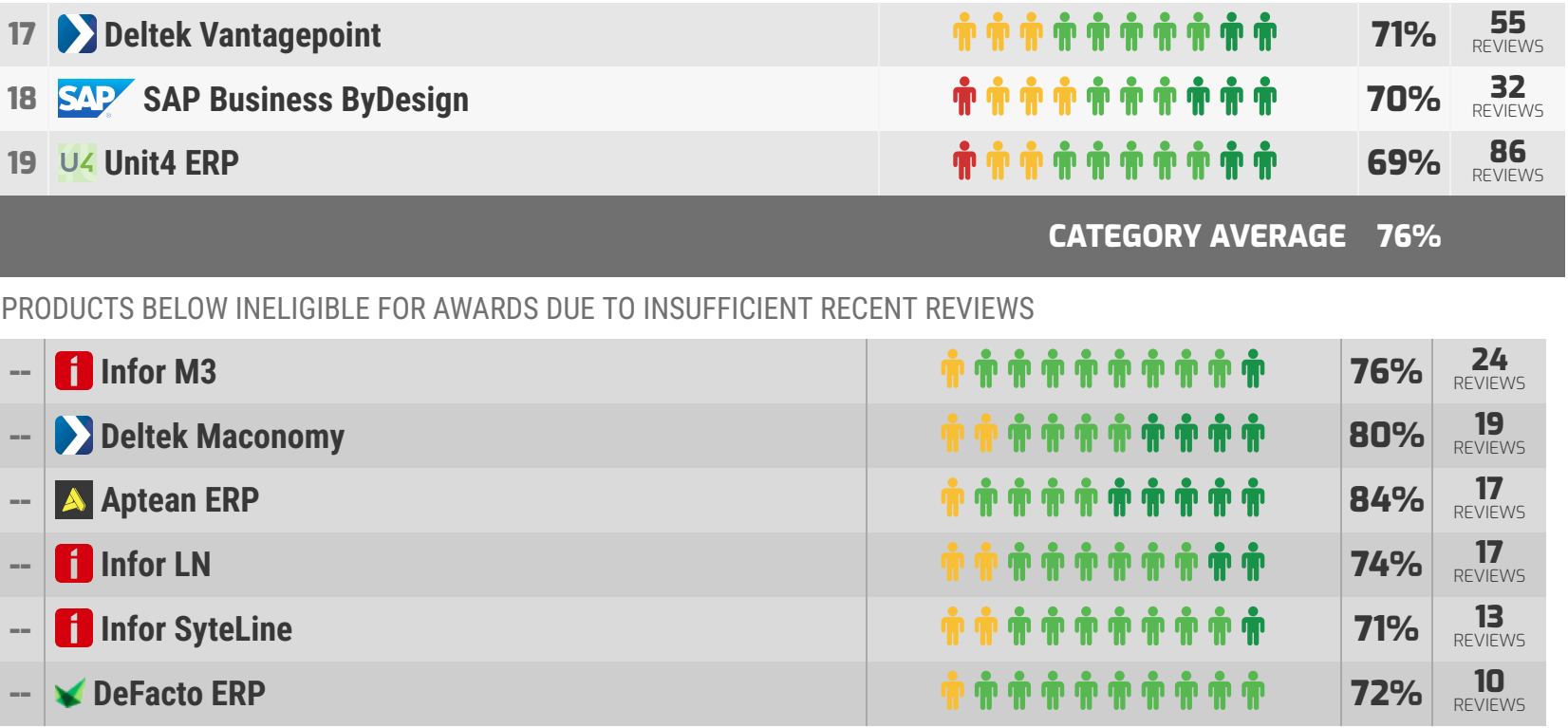
This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Feature quality is just as important as quantity. Software needs to do what you're purchasing it to do, easily, intuitively, reliably, and effectively. Use the data in this section to gauge whether or not a product follows through on the marketing hype by delivering high quality features.



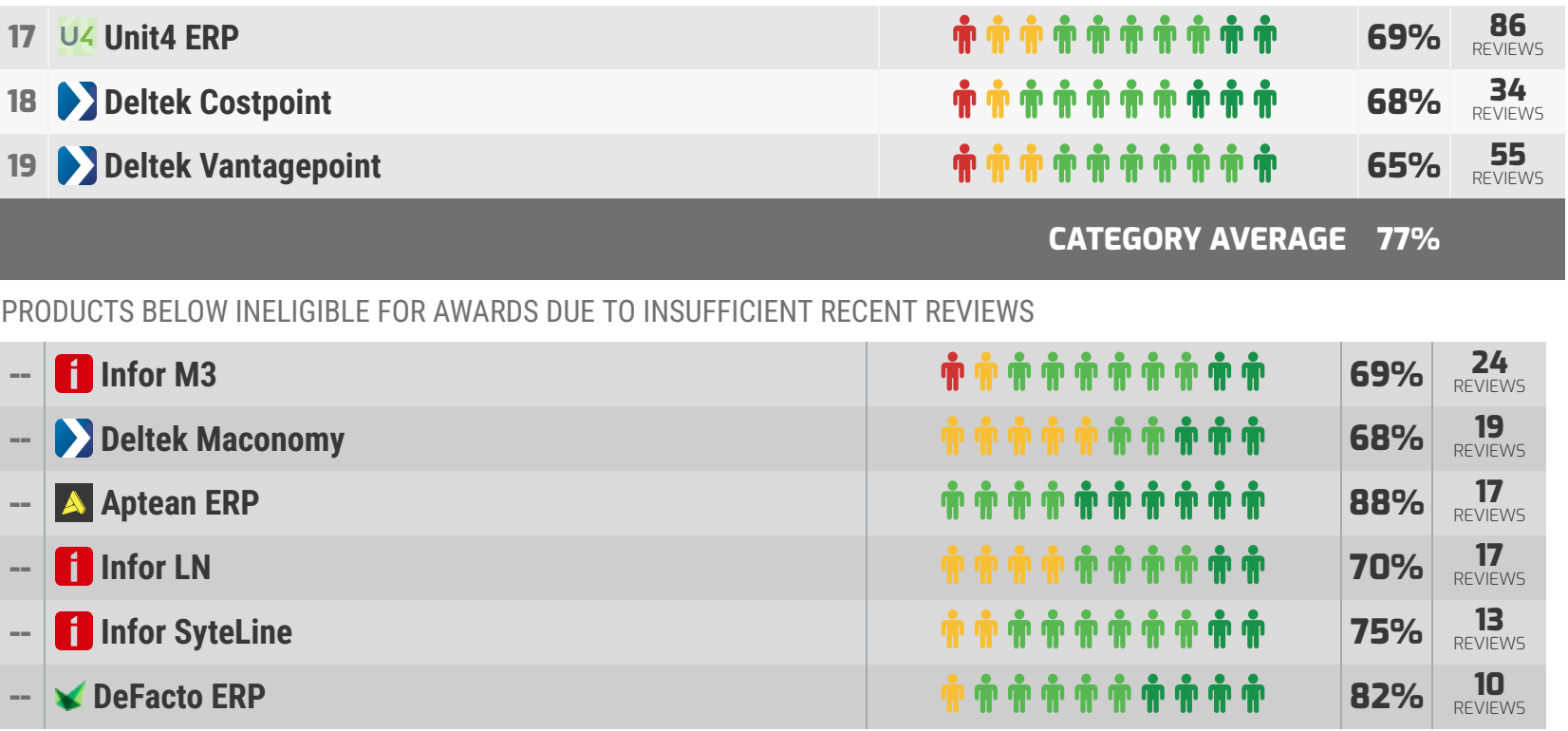
This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Purchasing software can be a significant commitment, so it's important to know if your vendor is serious about the need for constant improvement and deliberate strategic direction. Vendors who don't stay on top of emerging needs and trends won't enable you to meet your business goals. Use the data in this section to separate innovators from imposters.



This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

End user learning curves cost the organization money. Pay attention to your end users' technical ability to determine how important UX is in your purchase.



Vendor Capability Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Vendor Support

The importance of vendor support will vary for each organization depending on internal capabilities, but there will always be issues that only the vendor can resolve. Use the data in this section to see which vendors tend to under-serve their product and which will offer quality support.



SAGE INTACCT
 TOP PRODUCT

Delights		58%
Highly Satisfies		40%
Almost Satisfies		2%
Disappoints		--

89%

Vendor Support

2	 BST11		88%	46 REVIEWS
3	 SAP Business One		84%	48 REVIEWS
4	 Oracle NetSuite ERP		81%	92 REVIEWS
5	 Dynamics 365 Business Central		80%	26 REVIEWS
6	 Acumatica Cloud ERP		80%	117 REVIEWS
7	 SAP S/4HANA Cloud		79%	71 REVIEWS
8	 SYSPRO ERP		78%	21 REVIEWS
9	 IFS Enterprise Resource Planning		77%	51 REVIEWS
10	 Certinia ERP Cloud		75%	42 REVIEWS
11	 Tyler Technologies Enterprise ERP		75%	35 REVIEWS
12	 Rootstock Cloud ERP		75%	34 REVIEWS
13	 Deltek Costpoint		74%	34 REVIEWS
14	 Deltek Vantagepoint		73%	55 REVIEWS
15	 Odoo		73%	28 REVIEWS
16	 SAP Business ByDesign		73%	32 REVIEWS
17	 Sage X3		71%	76 REVIEWS
CATEGORY AVERAGE			77%	

18	 Unit4 ERP		71%	86 REVIEWS
19	 Epicor Kinetic		67%	56 REVIEWS
CATEGORY AVERAGE			77%	

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--	 Infor M3		59%	24 REVIEWS
--	 Deltek Maconomy		74%	19 REVIEWS
--	 Aptean ERP		82%	17 REVIEWS
--	 Infor LN		76%	17 REVIEWS
--	 Infor SyteLine		60%	13 REVIEWS
--	 DeFacto ERP		76%	10 REVIEWS

Vendor Capability Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Ease of Data Integration

The ability to integrate with other systems is increasingly important; without this, manual data loading and extraction can be time-consuming and prone to error. Use this section to see which vendors will cause headaches and which will make data integration easy.

 SAP BUSINESS ONE TOP PRODUCT		Delights  48% Highly Satisfies  48% Almost Satisfies 4% Disappoints --	86% Ease of Data Integration	
2	 Sage Intacct		85%	50 REVIEWS
3	 Certinia ERP Cloud		85%	42 REVIEWS
4	 Acumatica Cloud ERP		82%	117 REVIEWS
5	 Oracle NetSuite ERP		81%	92 REVIEWS
6	 Odoo		81%	28 REVIEWS
7	 Dynamics 365 Business Central		78%	26 REVIEWS
8	 Rootstock Cloud ERP		78%	34 REVIEWS
9	 Sage X3		76%	76 REVIEWS
10	 SAP S/4HANA Cloud		76%	71 REVIEWS
11	 Tyler Technologies Enterprise ERP		76%	35 REVIEWS
12	 Unit4 ERP		75%	86 REVIEWS
13	 SAP Business ByDesign		74%	32 REVIEWS
14	 IFS Enterprise Resource Planning		73%	51 REVIEWS
15	 Deltek Vantagepoint		73%	55 REVIEWS
16	 SYSPRO ERP		73%	21 REVIEWS
17	 Epicor Kinetic		71%	56 REVIEWS
CATEGORY AVERAGE			77%	

18	 BST11		71%	46 REVIEWS
19	 Deltek Costpoint		70%	34 REVIEWS
CATEGORY AVERAGE			77%	

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

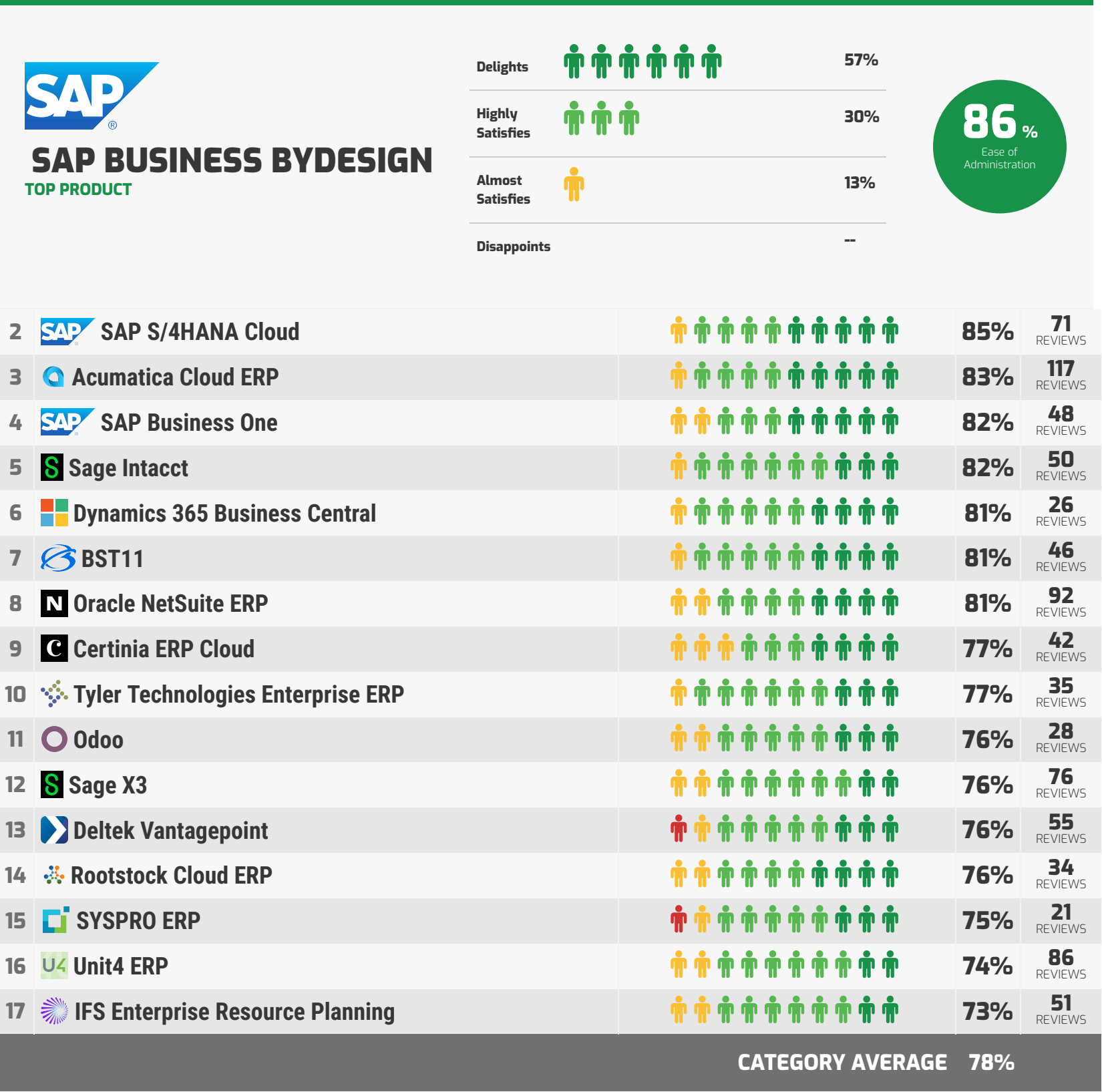
--	 Infor M3		77%	24 REVIEWS
--	 Deltek Maconomy		73%	19 REVIEWS
--	 Aptean ERP		84%	17 REVIEWS
--	 Infor LN		78%	17 REVIEWS
--	 Infor SyteLine		75%	13 REVIEWS
--	 DeFacto ERP		75%	10 REVIEWS

Vendor Capability Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Ease of Administration

Administrative interfaces don't get the same attention as those built for end users, but they shouldn't be clunky or unintuitive. Use the data in this section to determine which vendors make administration easy, so that your IT personnel can resolve issues and perform configurations efficiently and effectively.



18	 Epicor Kinetic		71%	56 REVIEWS
19	 Deltek Costpoint		65%	34 REVIEWS
CATEGORY AVERAGE			78%	

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--	 Infor M3		72%	24 REVIEWS
--	 Deltek Maconomy		74%	19 REVIEWS
--	 Aptean ERP		87%	17 REVIEWS
--	 Infor LN		80%	17 REVIEWS
--	 Infor SyteLine		71%	13 REVIEWS
--	 DeFacto ERP		78%	10 REVIEWS

Vendor Capability Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Ease of Customization

Out-of-the-box functionality often isn't enough, especially for niche or industry-specific software, and the reason you're buying rather than building is to save time and money in the first place. Don't get bogged down in a difficult customization; use the data in this section to make sure you can easily achieve the functionality you need for your particular situation.



SAGE INTACCT

TOP PRODUCT

Delights



47%

Highly Satisfies



48%

Almost Satisfies

4%

Disappoints

--

86%

Ease of Customization

2	 SAP Business One		85%	48 REVIEWS
3	 Dynamics 365 Business Central		82%	26 REVIEWS
4	 Odoo		81%	28 REVIEWS
5	 Oracle NetSuite ERP		79%	92 REVIEWS
6	 Certinia ERP Cloud		78%	42 REVIEWS
7	 SAP Business ByDesign		78%	32 REVIEWS
8	 Tyler Technologies Enterprise ERP		78%	35 REVIEWS
9	 Epicor Kinetic		78%	56 REVIEWS
10	 Acumatica Cloud ERP		78%	117 REVIEWS
11	 SYSPRO ERP		76%	21 REVIEWS
12	 Sage X3		76%	76 REVIEWS
13	 Unit4 ERP		74%	86 REVIEWS
14	 SAP S/4HANA Cloud		73%	71 REVIEWS
15	 IFS Enterprise Resource Planning		73%	51 REVIEWS
16	 Rootstock Cloud ERP		70%	34 REVIEWS
CATEGORY AVERAGE			75%	

17	Deltek Costpoint	10 icons	67%	34	REVIEWS
18	Deltek Vantagepoint	10 icons	67%	55	REVIEWS
19	BST11	10 icons	54%	46	REVIEWS
CATEGORY AVERAGE				75%	

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--	Infor M3	10 icons	66%	24	REVIEWS
--	Deltek Maconomy	10 icons	77%	19	REVIEWS
--	Aptean ERP	10 icons	86%	17	REVIEWS
--	Infor LN	10 icons	83%	17	REVIEWS
--	Infor SyteLine	10 icons	77%	13	REVIEWS
--	DeFacto ERP	10 icons	79%	10	REVIEWS

Vendor Capability Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Availability and Quality of Training

Effective and readily available training enables users to get the most out of the software you’ve chosen. Use this section to make sure your vendor’s training programs and materials measure up.

 SAP BUSINESS ONE TOP PRODUCT		Delights 55% Highly Satisfies 31% Almost Satisfies 13% Disappoints 1%	85% Availability and Quality of Training	
2	 Odoo		84%	28 REVIEWS
3	 Sage Intacct		82%	50 REVIEWS
4	 SYSPRO ERP		82%	21 REVIEWS
5	 Acumatica Cloud ERP		79%	117 REVIEWS
6	 Certinia ERP Cloud		78%	42 REVIEWS
7	 Oracle NetSuite ERP		77%	92 REVIEWS
8	 Rootstock Cloud ERP		77%	34 REVIEWS
9	 SAP S/4HANA Cloud		76%	71 REVIEWS
10	 Tyler Technologies Enterprise ERP		76%	35 REVIEWS
11	 BST11		75%	46 REVIEWS
12	 Dynamics 365 Business Central		74%	26 REVIEWS
13	 IFS Enterprise Resource Planning		73%	51 REVIEWS
14	 Sage X3		73%	76 REVIEWS
15	 Deltek Costpoint		72%	34 REVIEWS
16	 SAP Business ByDesign		71%	32 REVIEWS
CATEGORY AVERAGE		76%		

17	 Unit4 ERP		68%	86 REVIEWS
18	 Deltek Vantagepoint		67%	55 REVIEWS
19	 Epicor Kinetic		67%	56 REVIEWS
CATEGORY AVERAGE		76%		

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--	 Infor M3		71%	24 REVIEWS
--	 Deltek Maconomy		67%	19 REVIEWS
--	 Aptean ERP		84%	17 REVIEWS
--	 Infor LN		71%	17 REVIEWS
--	 Infor SyteLine		79%	13 REVIEWS
--	 DeFacto ERP		76%	10 REVIEWS

Vendor Capability Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Ease of Implementation

Choosing the right software is only the first step. Successfully implementing the new solution is necessary in order to realize its full value and promote end user adoption. Use the data in this section to determine which software is easy to implement, and which may jeopardize your goals by causing trouble in this stage.

		Delights  46% Highly Satisfies  51% Almost Satisfies 4% Disappoints --	86% Ease of Implementation	
2	 Odoo		84%	28 REVIEWS
3	 SAP Business One		84%	48 REVIEWS
4	 Dynamics 365 Business Central		82%	26 REVIEWS
5	 SYSPRO ERP		81%	21 REVIEWS
6	 Acumatica Cloud ERP		81%	117 REVIEWS
7	 Rootstock Cloud ERP		80%	34 REVIEWS
8	 Oracle NetSuite ERP		79%	92 REVIEWS
9	 Certinia ERP Cloud		79%	42 REVIEWS
10	 Sage X3		78%	76 REVIEWS
11	 SAP Business ByDesign		77%	32 REVIEWS
12	 Tyler Technologies Enterprise ERP		77%	35 REVIEWS
13	 BST11		76%	46 REVIEWS
14	 SAP S/4HANA Cloud		75%	71 REVIEWS
15	 IFS Enterprise Resource Planning		75%	51 REVIEWS
16	 Deltek Vantagepoint		74%	55 REVIEWS
17	 Epicor Kinetic		72%	56 REVIEWS
CATEGORY AVERAGE			78%	

18	 Unit4 ERP		71%	86 REVIEWS
19	 Deltek Costpoint		70%	34 REVIEWS
CATEGORY AVERAGE			78%	

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--	 Infor M3		65%	24 REVIEWS
--	 Deltek Maconomy		67%	19 REVIEWS
--	 Aptean ERP		87%	17 REVIEWS
--	 Infor LN		72%	17 REVIEWS
--	 Infor SyteLine		71%	13 REVIEWS
--	 DeFacto ERP		69%	10 REVIEWS

Product Feature Summary

MANDATORY FEATURES

This page summarizes user satisfaction with a variety of product features. While strong and consistent performance across the board is desirable, you may be willing to tolerate low scores on features that don't impact your primary use case or core objectives. Use this high-level data to help plan and structure your product evaluation.

PRODUCT	OVERALL FEATURE SATISFACTION	ACCOUNTING AND FINANCIAL MANAGEMENT	ANALYTICS AND REPORTING	BI AND PERFORMANCE MANAGEMENT	INDUSTRY SPECIFIC CAPABILITIES	PROCUREMENT MANAGEMENT	
SAP Business One	88%	88%	89%	86%	85%	89%	
Odoo	85%	84%	84%	83%	84%	88%	
Sage Intacct	84%	85%	85%	82%	85%	84%	
Acumatica Cloud ERP	82%	85%	80%	84%	79%	83%	
Dynamics 365 Business Central	82%	92%	77%	78%	82%	80%	
Certinia ERP Cloud	82%	84%	84%	79%	81%	80%	
Oracle NetSuite ERP	81%	83%	83%	77%	83%	80%	
Sage X3	80%	83%	80%	77%	81%	77%	
SAP S/4HANA Cloud	80%	85%	80%	76%	77%	80%	
SYSPRO ERP	79%	79%	77%	78%	79%	84%	
CATEGORY AVERAGE	78%	81%	78%	76%	79%	78%	

Product Feature Summary

MANDATORY FEATURES

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PRODUCT	OVERALL FEATURE SATISFACTION	ACCOUNTING AND FINANCIAL MANAGEMENT	ANALYTICS AND REPORTING	BI AND PERFORMANCE MANAGEMENT	INDUSTRY SPECIFIC CAPABILITIES	PROCUREMENT MANAGEMENT	
Tyler Technologies Enterprise ERP	78%	77%	80%	75%	77%	79%	
Rootstock Cloud ERP	76%	73%	77%	77%	80%	74%	
Deltek Vantagepoint	74%	78%	73%	71%	76%	74%	
Unit4 ERP	74%	80%	73%	71%	75%	73%	
Epicor Kinetic	73%	78%	67%	69%	75%	78%	
IFS Enterprise Resource Planning	73%	70%	75%	73%	75%	73%	
Deltek Costpoint	73%	81%	68%	70%	75%	70%	
BST11	73%	80%	71%	71%	81%	62%	
SAP Business ByDesign	72%	80%	75%	65%	65%	77%	
CATEGORY AVERAGE	78%	81%	78%	76%	79%	78%	
PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS							
Infor M3	76%	83%	74%	67%	80%	77%	

Product Feature Summary

MANDATORY FEATURES

This page summarizes user satisfaction with a variety of product features. While strong and consistent performance across the board is desirable, you may be willing to tolerate low scores on features that don't impact your primary use case or core objectives. Use this high-level data to help plan and structure your product evaluation.

PRODUCT	OVERALL FEATURE SATISFACTION	ACCOUNTING AND FINANCIAL MANAGEMENT	ANALYTICS AND REPORTING	BI AND PERFORMANCE MANAGEMENT	INDUSTRY SPECIFIC CAPABILITIES	PROCUREMENT MANAGEMENT	
CATEGORY AVERAGE	78%	81%	78%	76%	79%	78%	
PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS							
Deltek Maconomy	77%	74%	79%	76%	77%	81%	
Infor LN	76%	71%	79%	69%	80%	83%	
Aptean ERP	83%	92%	84%	83%	79%	78%	
Infor SyteLine	76%	82%	70%	66%	76%	86%	
DeFacto ERP	81%	80%	86%	89%	75%	76%	

Product Feature Summary

STANDARD FEATURES

This page summarizes user satisfaction with a variety of product features. While strong and consistent performance across the board is desirable, you may be willing to tolerate low scores on features that don't impact your primary use case or core objectives. Use this high-level data to help plan and structure your product evaluation.

PRODUCT	OVERALL FEATURE SATISFACTION	CUSTOMER RELATIONSHIP MANAGEMENT	GOVERNANCE RISK AND COMPLIANCE	HUMAN CAPITAL MANAGEMENT	JOB AND PROJECT MANAGEMENT	SERVICE MANAGEMENT	SUPPLY CHAIN MANAGEMENT	
SAP Business One	88%	83%	85%	87%	86%	87%	90%	
Odoo	85%	80%	79%	86%	79%	83%	83%	
Sage Intacct	84%	85%	--	--	81%	--	90%	
Acumatica Cloud ERP	82%	85%	85%	83%	80%	84%	84%	
Dynamics 365 Business Central	82%	71%	70%	69%	70%	75%	76%	
Certinia ERP Cloud	82%	81%	85%	82%	83%	81%	81%	
Oracle NetSuite ERP	81%	79%	82%	78%	78%	81%	83%	
Sage X3	80%	78%	75%	79%	82%	82%	86%	
SAP S/4HANA Cloud	80%	77%	77%	80%	76%	78%	83%	
SYSPRO ERP	79%	74%	72%	77%	81%	81%	89%	
CATEGORY AVERAGE	78%	77%	77%	76%	78%	79%	81%	

Product Feature Summary

STANDARD FEATURES

This page summarizes user satisfaction with a variety of product features. While strong and consistent performance across the board is desirable, you may be willing to tolerate low scores on features that don't impact your primary use case or core objectives. Use this high-level data to help plan and structure your product evaluation.

PRODUCT	OVERALL FEATURE SATISFACTION	CUSTOMER RELATIONSHIP MANAGEMENT	GOVERNANCE RISK AND COMPLIANCE	HUMAN CAPITAL MANAGEMENT	JOB AND PROJECT MANAGEMENT	SERVICE MANAGEMENT	SUPPLY CHAIN MANAGEMENT	
Tyler Technologies Enterprise ERP	78%	--	79%	69%	76%	75%	76%	
Rootstock Cloud ERP	76%	75%	67%	74%	80%	80%	82%	
Deltek Vantagepoint	74%	68%	72%	68%	76%	75%	74%	
Unit4 ERP	74%	78%	77%	73%	70%	77%	72%	
Epicor Kinetic	73%	72%	78%	73%	80%	69%	78%	
IFS Enterprise Resource Planning	73%	81%	72%	75%	74%	77%	74%	
Deltek Costpoint	73%	66%	72%	75%	80%	78%	75%	
BST11	73%	--	--	--	76%	--	--	
SAP Business ByDesign	72%	73%	81%	69%	82%	76%	80%	
CATEGORY AVERAGE	78%	77%	77%	76%	78%	79%	81%	
PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS								
Infor M3	76%	65%	68%	66%	65%	68%	81%	

Product Feature Summary

STANDARD FEATURES

This page summarizes user satisfaction with a variety of product features. While strong and consistent performance across the board is desirable, you may be willing to tolerate low scores on features that don't impact your primary use case or core objectives. Use this high-level data to help plan and structure your product evaluation.

PRODUCT	OVERALL FEATURE SATISFACTION	CUSTOMER RELATIONSHIP MANAGEMENT	GOVERNANCE RISK AND COMPLIANCE	HUMAN CAPITAL MANAGEMENT	JOB AND PROJECT MANAGEMENT	SERVICE MANAGEMENT	SUPPLY CHAIN MANAGEMENT	
CATEGORY AVERAGE	78%	77%	77%	76%	78%	79%	81%	
PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS								
Deltek Maconomy	77%	82%	70%	74%	81%	82%	78%	
Infor LN	76%	73%	73%	70%	65%	79%	81%	
Aptean ERP	83%	81%	83%	86%	85%	82%	78%	
Infor SyteLine	76%	76%	57%	77%	82%	77%	82%	
DeFacto ERP	81%	86%	88%	92%	88%	84%	77%	

Product Feature Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Product Features

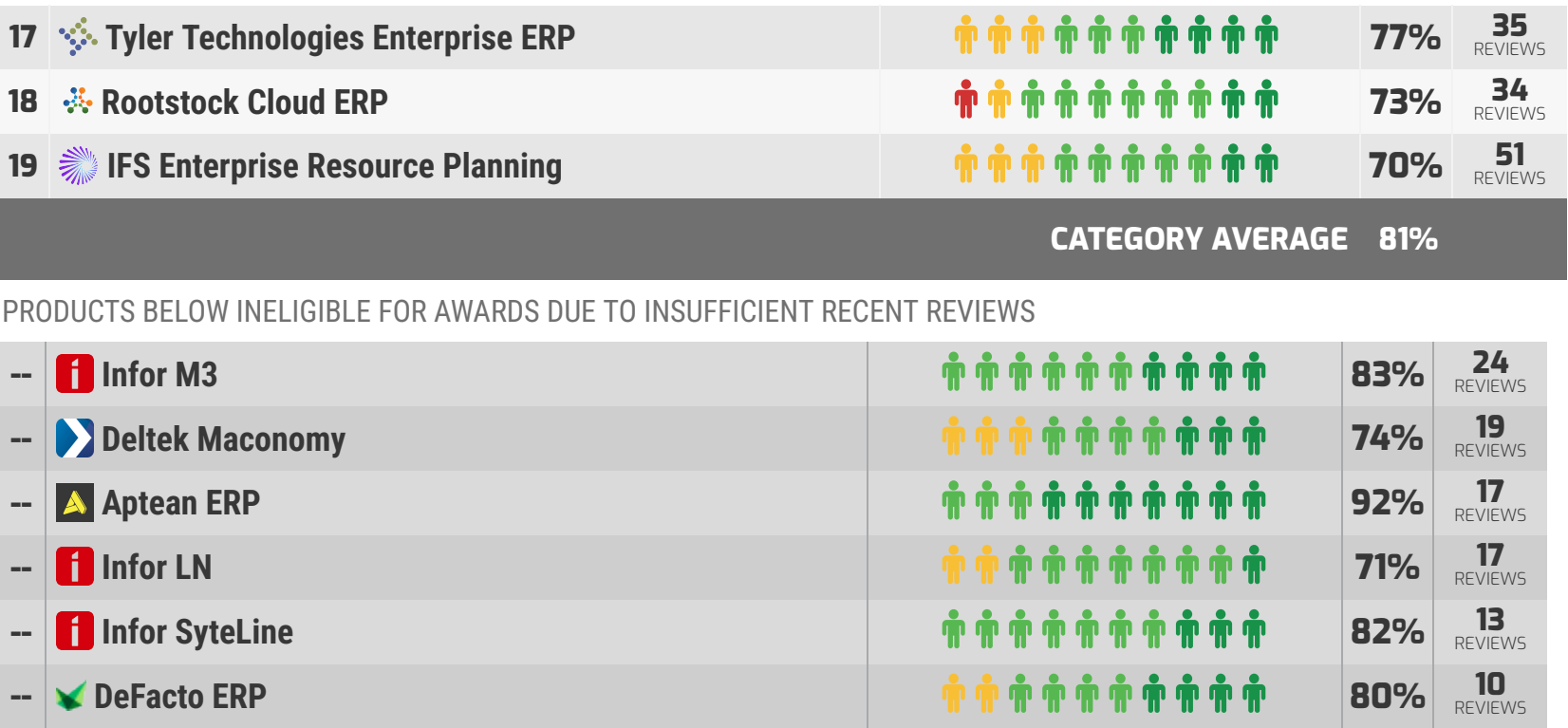
This table lists and describes all the features that are evaluated in the Enterprise Resource Planning - Midmarket software category. For your convenience, these descriptions are repeated under the feature subheadings in the subsequent pages.

Mandatory Features	
Accounting and Financial Management	Includes accounting and finance functions such as general ledger, accounts payable, and accounts receivable.
Analytics and Reporting	Includes historical & real-time dashboard visualizations, detailed & summary reporting and easy data extraction for data analysis.
Standard Features	
Customer Relationship Management	Includes sales order management functions such as quotes, contract, marketing, and automation.
Governance Risk and Compliance	Includes governance, risk management, compliance, security management, controls and audit.
Human Capital Management	Includes employee management functions such as recruiting, payroll, development and performance management.

BI and Performance Management	Includes all aspects of reporting and BI analytics, as well as planning and optimization.
Industry Specific Capabilities	Includes all unmentioned industry specific modules and capabilities related to the primary industry of your company.
Procurement Management	Includes purchasing and procurement management, as well as supplier management and optimization.
Job and Project Management	Includes all aspects of project planning management, costing and billing, resource management and controls, and product data management.
Service Management	Includes all aspects of service management, service orders, requests, field service and contracts.
Supply Chain Management	Includes all aspects of logistics, distribution, and inventory management, as well as warehouse and shipping, order promising, and asset management.

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Includes accounting and finance functions such as general ledger, accounts payable, and accounts receivable.



Product Feature Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Analytics and Reporting

Mandatory Feature

Includes historical & real-time dashboard visualizations, detailed & summary reporting and easy data extraction for data analysis.

 SAP BUSINESS ONE TOP PRODUCT		Delights  59% Highly Satisfies  38% Almost Satisfies 3% Disappoints --		89% Analytics and Reporting	
2	 Sage Intacct		85%	50 REVIEWS	
3	 Odoo		84%	28 REVIEWS	
4	 Certinia ERP Cloud		84%	42 REVIEWS	
5	 Oracle NetSuite ERP		83%	92 REVIEWS	
6	 Sage X3		80%	76 REVIEWS	
7	 Tyler Technologies Enterprise ERP		80%	35 REVIEWS	
8	 SAP S/4HANA Cloud		80%	71 REVIEWS	
9	 Acumatica Cloud ERP		80%	117 REVIEWS	
10	 SYSPRO ERP		77%	21 REVIEWS	
11	 Rootstock Cloud ERP		77%	34 REVIEWS	
12	 Dynamics 365 Business Central		77%	26 REVIEWS	
13	 SAP Business ByDesign		75%	32 REVIEWS	
14	 IFS Enterprise Resource Planning		75%	51 REVIEWS	
15	 Unit4 ERP		73%	86 REVIEWS	
16	 Deltek Vantagepoint		73%	55 REVIEWS	
17	 BST11		71%	46 REVIEWS	
CATEGORY AVERAGE			78%		

18	 Deltek Costpoint		68%	34 REVIEWS
19	 Epicor Kinetic		67%	56 REVIEWS
CATEGORY AVERAGE			78%	

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--	 Infor M3		74%	24 REVIEWS
--	 Deltek Maconomy		79%	19 REVIEWS
--	 Aptean ERP		84%	17 REVIEWS
--	 Infor LN		79%	17 REVIEWS
--	 Infor SyteLine		70%	13 REVIEWS
--	 DeFacto ERP		86%	10 REVIEWS

Product Feature Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

BI and Performance Management

Mandatory Feature

Includes all aspects of reporting and BI analytics, as well as planning and optimization.



SAP BUSINESS ONE
TOP PRODUCT

Delights		53%
Highly Satisfies		40%
Almost Satisfies		8%
Disappoints		--

86%

BI and Performance Management

2	 Acumatica Cloud ERP		84%	117 REVIEWS
3	 Odoo		83%	28 REVIEWS
4	 Sage Intacct		82%	50 REVIEWS
5	 Certinia ERP Cloud		79%	42 REVIEWS
6	 Dynamics 365 Business Central		78%	26 REVIEWS
7	 SYSPRO ERP		78%	21 REVIEWS
8	 Rootstock Cloud ERP		77%	34 REVIEWS
9	 Sage X3		77%	76 REVIEWS
10	 Oracle NetSuite ERP		77%	92 REVIEWS
11	 SAP S/4HANA Cloud		76%	71 REVIEWS
12	 Tyler Technologies Enterprise ERP		75%	35 REVIEWS
13	 IFS Enterprise Resource Planning		73%	51 REVIEWS
14	 Deltek Vantagepoint		71%	55 REVIEWS
15	 Unit4 ERP		71%	86 REVIEWS
16	 BST11		71%	46 REVIEWS
17	 Deltek Costpoint		70%	34 REVIEWS
CATEGORY AVERAGE 76%				

18	 Epicor Kinetic		69%	56 REVIEWS
19	 SAP Business ByDesign		65%	32 REVIEWS
CATEGORY AVERAGE			76%	

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--	 Infor M3		67%	24 REVIEWS
--	 Deltek Maconomy		76%	19 REVIEWS
--	 Aptean ERP		83%	17 REVIEWS
--	 Infor LN		69%	17 REVIEWS
--	 Infor SyteLine		66%	13 REVIEWS
--	 DeFacto ERP		89%	10 REVIEWS

Product Feature Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Industry Specific Capabilities

Mandatory Feature

Includes all unmentioned industry specific modules and capabilities related to the primary industry of your company.

 SAP BUSINESS ONE TOP PRODUCT		Delights  52%		85% Industry Specific Capabilities
		Highly Satisfies  38%		
		Almost Satisfies  10%		
		Disappoints --		
2	 Sage Intacct		85%	50 REVIEWS
3	 Odoo		84%	28 REVIEWS
4	 Oracle NetSuite ERP		83%	92 REVIEWS
5	 Dynamics 365 Business Central		82%	26 REVIEWS
6	 Certinia ERP Cloud		81%	42 REVIEWS
7	 Sage X3		81%	76 REVIEWS
8	 BST11		81%	46 REVIEWS
9	 Rootstock Cloud ERP		80%	34 REVIEWS
10	 SYSPRO ERP		79%	21 REVIEWS
11	 Acumatica Cloud ERP		79%	117 REVIEWS
12	 SAP S/4HANA Cloud		77%	71 REVIEWS
13	 Tyler Technologies Enterprise ERP		77%	35 REVIEWS
14	 Deltek Vantagepoint		76%	55 REVIEWS
15	 Unit4 ERP		75%	86 REVIEWS
16	 Epicor Kinetic		75%	56 REVIEWS
17	 Deltek Costpoint		75%	34 REVIEWS
CATEGORY AVERAGE			79%	

18	 IFS Enterprise Resource Planning		75%	51 REVIEWS
19	 SAP Business ByDesign		65%	32 REVIEWS
CATEGORY AVERAGE			79%	

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--	 Infor M3		80%	24 REVIEWS
--	 Deltek Maconomy		77%	19 REVIEWS
--	 Infor LN		80%	17 REVIEWS
--	 Aptean ERP		79%	17 REVIEWS
--	 Infor SyteLine		76%	13 REVIEWS
--	 DeFacto ERP		75%	10 REVIEWS

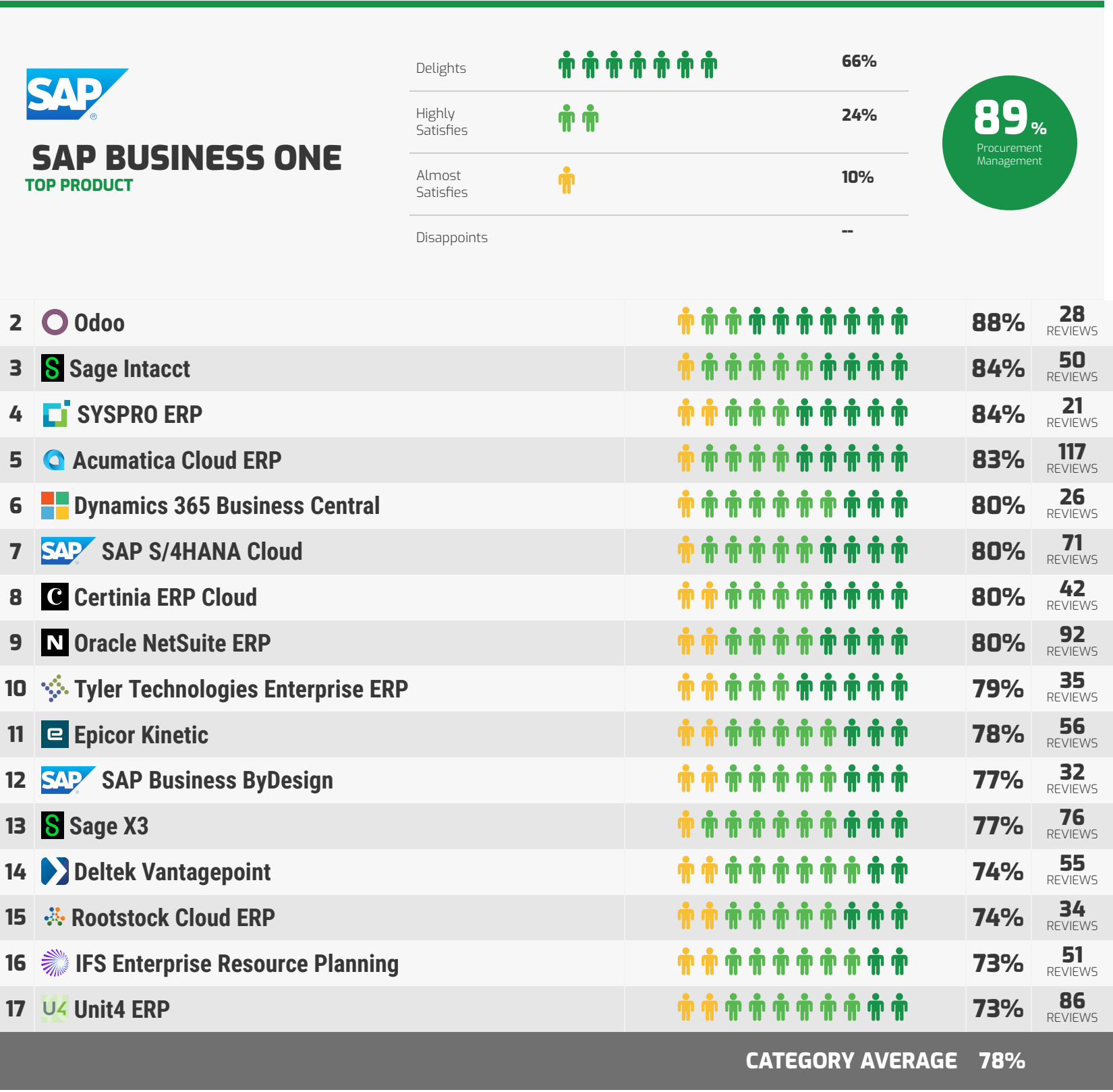
Product Feature Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Procurement Management

Mandatory Feature

Includes purchasing and procurement management, as well as supplier management and optimization.



18	 Deltek Costpoint		70%	34 REVIEWS
19	 BST11		62%	46 REVIEWS
CATEGORY AVERAGE			78%	

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--	 Infor M3		77%	24 REVIEWS
--	 Deltek Maconomy		81%	19 REVIEWS
--	 Infor LN		83%	17 REVIEWS
--	 Aptean ERP		78%	17 REVIEWS
--	 Infor SyteLine		86%	13 REVIEWS
--	 DeFacto ERP		76%	10 REVIEWS

Product Feature Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Customer Relationship Management

Standard Feature

Includes sales order management functions such as quotes, contract, marketing, and automation.

 ACUMATICA CLOUD ERP TOP PRODUCT Delights 48% Highly Satisfies 46% Almost Satisfies 7% Disappoints -- 85% Customer Relationship Management			
2	 Sage Intacct 85% 50 REVIEWS		
3	 SAP Business One 83% 48 REVIEWS		
4	 IFS Enterprise Resource Planning 81% 51 REVIEWS		
5	 Certinia ERP Cloud 81% 42 REVIEWS		
6	 Odoo 80% 28 REVIEWS		
7	 Oracle NetSuite ERP 79% 92 REVIEWS		
8	 Unit4 ERP 78% 86 REVIEWS		
9	 Sage X3 78% 76 REVIEWS		
10	 SAP S/4HANA Cloud 77% 71 REVIEWS		
11	 Rootstock Cloud ERP 75% 34 REVIEWS		
12	 SYSPRO ERP 74% 21 REVIEWS		
13	 SAP Business ByDesign 73% 32 REVIEWS		
14	 Epicor Kinetic 72% 56 REVIEWS		
15	 Dynamics 365 Business Central 71% 26 REVIEWS		
16	 Deltek Vantagepoint 68% 55 REVIEWS		
CATEGORY AVERAGE 77%			

17	 Deltek Costpoint		66%	34 REVIEWS
CATEGORY AVERAGE 77%				
PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS				
--	 Infor M3		65%	24 REVIEWS
--	 Deltek Maconomy		82%	19 REVIEWS
--	 Aptean ERP		81%	17 REVIEWS
--	 Infor LN		73%	17 REVIEWS
--	 Infor SyteLine		76%	13 REVIEWS
--	 DeFacto ERP		86%	10 REVIEWS

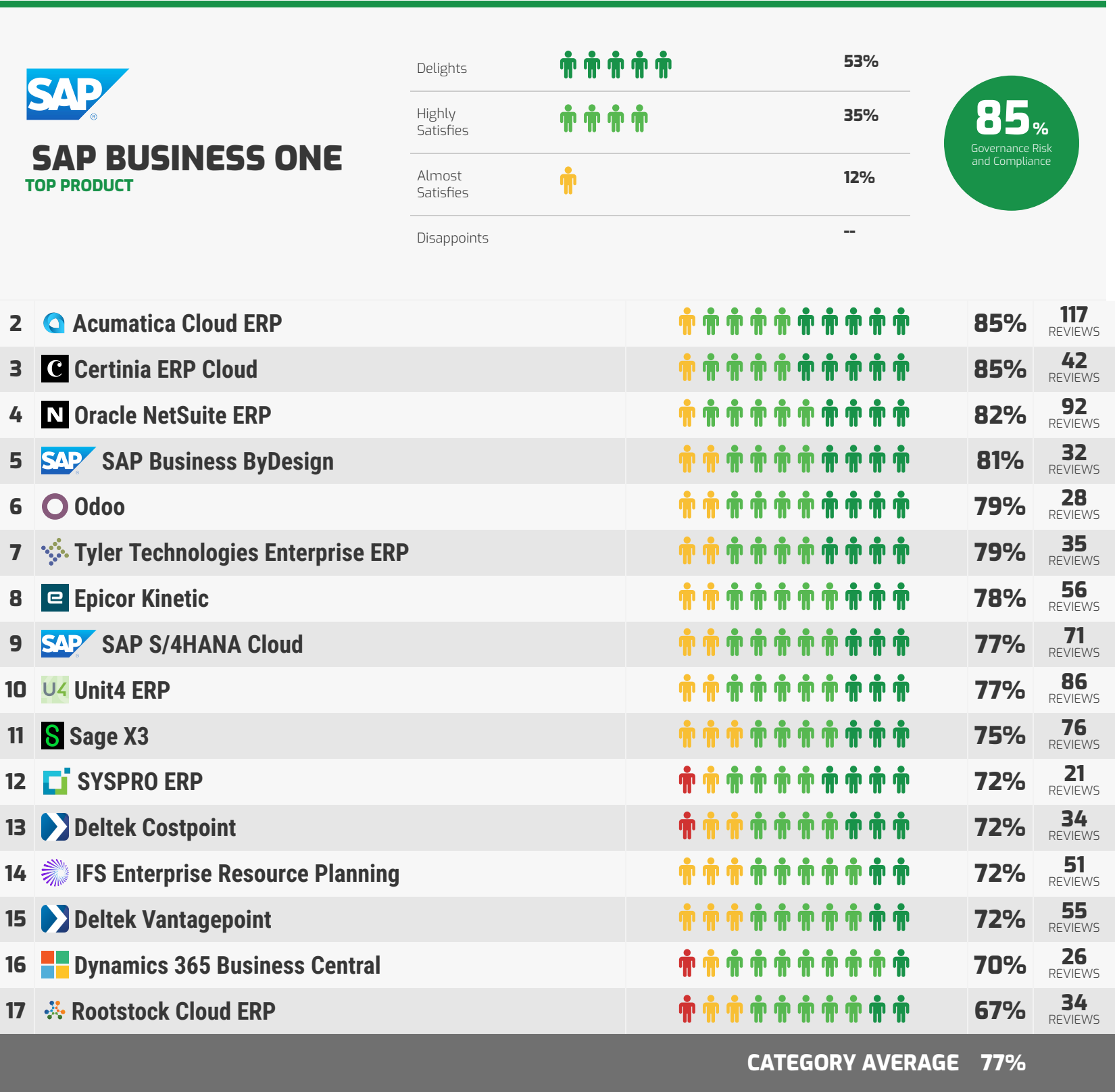
Product Feature Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Governance Risk and Compliance

Standard Feature

Includes governance, risk management, compliance, security management, controls and audit.



PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--	 Infor M3		68%	24 REVIEWS
--	 Deltek Maconomy		70%	19 REVIEWS
--	 Aptean ERP		83%	17 REVIEWS
--	 Infor LN		73%	17 REVIEWS
--	 Infor SyteLine		57%	13 REVIEWS
--	 DeFacto ERP		88%	10 REVIEWS

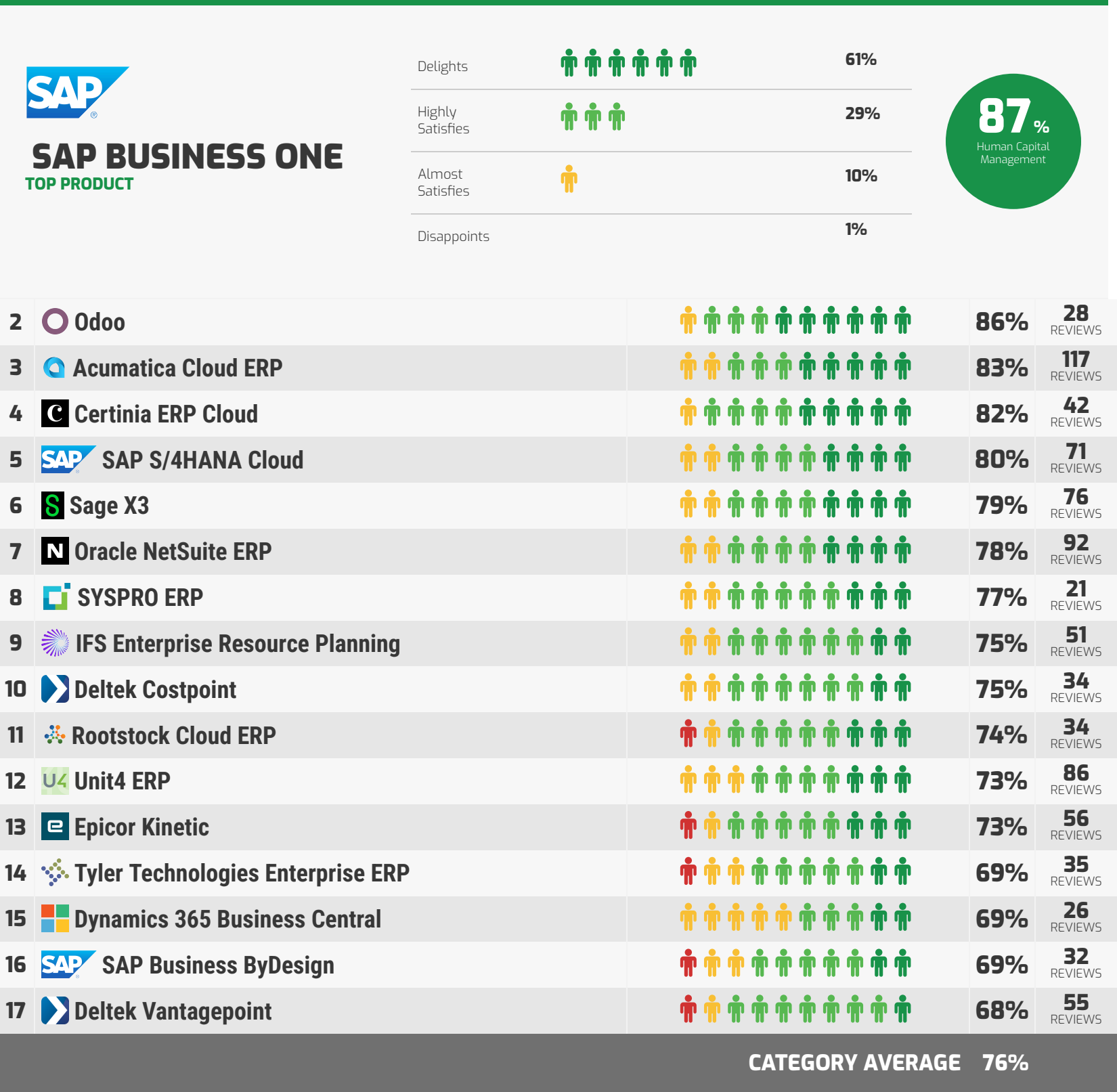
Product Feature Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Human Capital Management

Standard Feature

Includes employee management functions such as recruiting, payroll, development and performance management.



PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--	 Infor M3		66%	24 REVIEWS
--	 Deltek Maconomy		74%	19 REVIEWS
--	 Aptean ERP		86%	17 REVIEWS
--	 Infor LN		70%	17 REVIEWS
--	 Infor SyteLine		77%	13 REVIEWS
--	 DeFacto ERP		92%	10 REVIEWS

Product Feature Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Job and Project Management

Standard Feature

Includes all aspects of project planning management, costing and billing, resource management and controls, and product data management.

 SAP BUSINESS ONE TOP PRODUCT		Delights		57%
		Highly Satisfies		30%
		Almost Satisfies		13%
		Disappoints		--
		86% Job and Project Management		

2	 Certinia ERP Cloud		83%	42 REVIEWS
3	 SAP Business ByDesign		82%	32 REVIEWS
4	 Sage X3		82%	76 REVIEWS
5	 SYSPRO ERP		81%	21 REVIEWS
6	 Sage Intacct		81%	50 REVIEWS
7	 Acumatica Cloud ERP		80%	117 REVIEWS
8	 Epicor Kinetic		80%	56 REVIEWS
9	 Deltek Costpoint		80%	34 REVIEWS
10	 Rootstock Cloud ERP		80%	34 REVIEWS
11	 Odoo		79%	28 REVIEWS
12	 Oracle NetSuite ERP		78%	92 REVIEWS
13	 BST11		76%	46 REVIEWS
14	 Deltek Vantagepoint		76%	55 REVIEWS
15	 SAP S/4HANA Cloud		76%	71 REVIEWS
16	 Tyler Technologies Enterprise ERP		76%	35 REVIEWS
17	 IFS Enterprise Resource Planning		74%	51 REVIEWS
		CATEGORY AVERAGE 78%		

18	 Unit4 ERP		70%	86 REVIEWS
19	 Dynamics 365 Business Central		70%	26 REVIEWS
		CATEGORY AVERAGE 78%		

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--	 Infor M3		65%	24 REVIEWS
--	 Deltek Maconomy		81%	19 REVIEWS
--	 Aptean ERP		85%	17 REVIEWS
--	 Infor LN		65%	17 REVIEWS
--	 Infor SyteLine		82%	13 REVIEWS
--	 DeFacto ERP		88%	10 REVIEWS

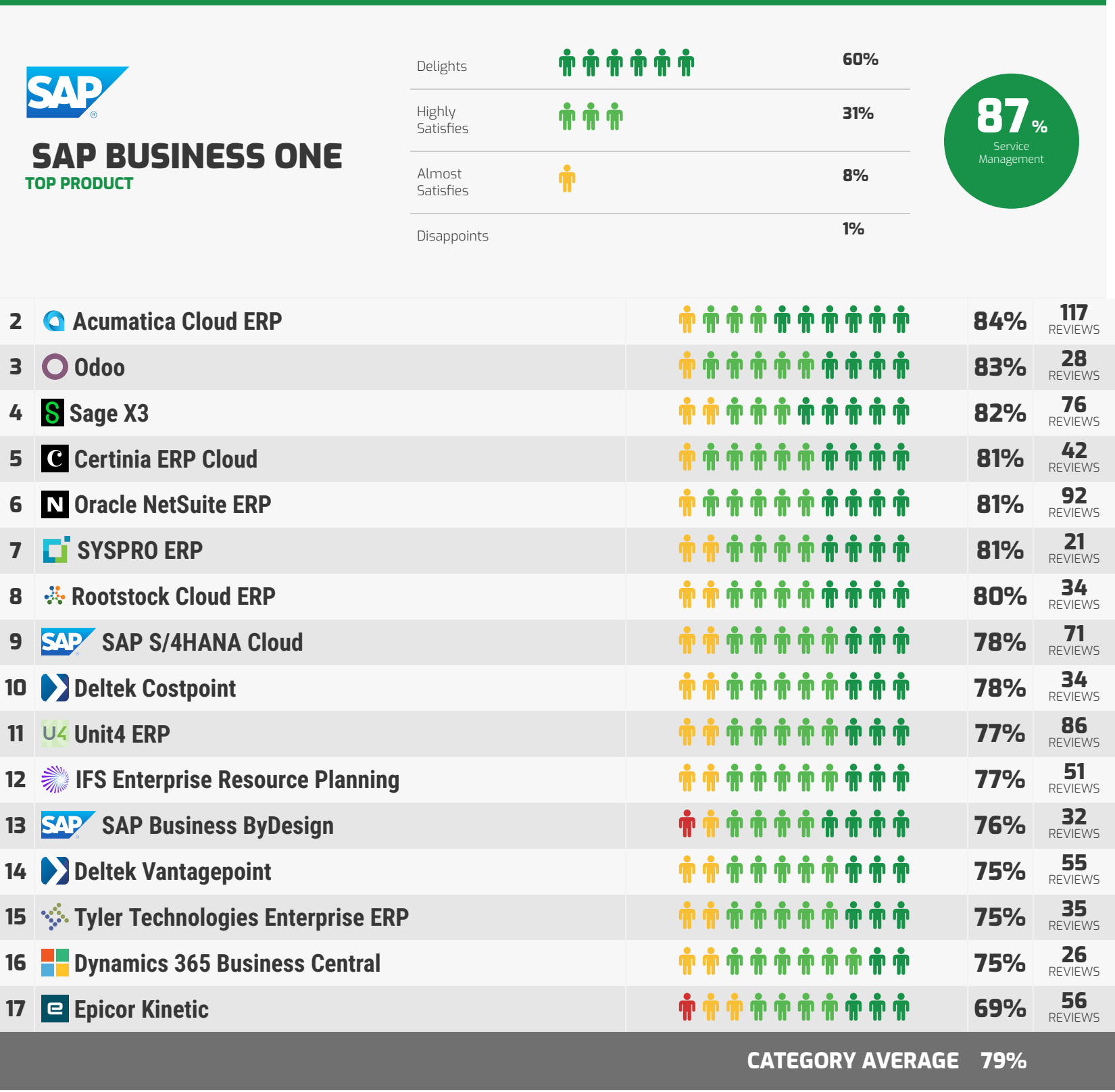
Product Feature Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Service Management

Standard Feature

Includes all aspects of service management, service orders, requests, field service and contracts.



PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

--	 Infor M3		68%	24 REVIEWS
--	 Deltek Maconomy		82%	19 REVIEWS
--	 Aptean ERP		82%	17 REVIEWS
--	 Infor LN		79%	17 REVIEWS
--	 Infor SyteLine		77%	13 REVIEWS
--	 DeFacto ERP		84%	10 REVIEWS

Product Feature Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Supply Chain Management

Standard Feature

Includes all aspects of logistics, distribution, and inventory management, as well as warehouse and shipping, order promising, and asset management.



SAP BUSINESS ONE

TOP PRODUCT

Delights		64%
Highly Satisfies		33%
Almost Satisfies		4%
Disappoints		--

90%

Supply Chain Management

2	 Sage Intacct		90%	50 REVIEWS
3	 SYSPRO ERP		89%	21 REVIEWS
4	 Sage X3		86%	76 REVIEWS
5	 Acumatica Cloud ERP		84%	117 REVIEWS
6	 Odoo		83%	28 REVIEWS
7	 SAP S/4HANA Cloud		83%	71 REVIEWS
8	 Oracle NetSuite ERP		83%	92 REVIEWS
9	 Rootstock Cloud ERP		82%	34 REVIEWS
10	 Certinia ERP Cloud		81%	42 REVIEWS
11	 SAP Business ByDesign		80%	32 REVIEWS
12	 Epicor Kinetic		78%	56 REVIEWS
13	 Dynamics 365 Business Central		76%	26 REVIEWS
14	 Tyler Technologies Enterprise ERP		76%	35 REVIEWS
15	 Deltek Costpoint		75%	34 REVIEWS
16	 Deltek Vantagepoint		74%	55 REVIEWS
17	 IFS Enterprise Resource Planning		74%	51 REVIEWS

CATEGORY AVERAGE

81%

18	 Unit4 ERP		72%	86 REVIEWS
CATEGORY AVERAGE			81%	
PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS				
--	 Infor M3		81%	24 REVIEWS
--	 Deltek Maconomy		78%	19 REVIEWS
--	 Infor LN		81%	17 REVIEWS
--	 Aptean ERP		78%	17 REVIEWS
--	 Infor SyteLine		82%	13 REVIEWS
--	 DeFacto ERP		77%	10 REVIEWS