



TEC INSIGHT REPORT

FUNCTIONALITY & UX EVALUATION OF BUSINESS SOFTWARE

ERP SOLUTIONS FOR SMALL TO MIDSIZE BUSINESSES (SMBs)

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2025 TEC Insight Report on ERP Solutions for SMBs

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ABOUT TEC INSIGHT

In continuing our efforts to provide our audience with comprehensive industry research, Technology Evaluation Centers (TEC) is pleased to unveil the latest installment of its TEC Insight Report.

By featuring two combined elements, TEC Insight Reports and the TEC Insight Graph, we intend to provide decision makers with accurate data and incisive context to better inform their business software choices. Senior TEC analysts undertake comprehensive investigations to form each TEC Insight publication, combining data-driven analyses, methodical user surveys, and their years of expertise to assess both solutions and market dynamics.

The intended audience of TEC Insight publications is the decision maker who aims to stay informed about the enterprise software market and gain a better understanding of the offerings available in a given software category. TEC Insight Reports and Graphs are equally relevant to both business and information technology (IT) managers—including chief financial officers (CFOs), chief technology officers (CTOs), and chief information officers (CIOs)—and to individual users of specific solutions.

TEC Insight Report

Each TEC Insight Report provides detailed coverage of the major applications available in a specific enterprise software category, as well as an informed interpretation of the overall marketplace. Each report evaluates software solutions in a specific software category from two main angles: functionality and user experience (UX). We provide a unique, data-driven breakdown of these elements and an overview of various software vendors and their applications, including licensing, geographic presence, mobile capabilities, and cloud platform support.

TEC Insight Graph

The TEC Insight Graph embedded in each report details how all the solutions covered in the report relate to each other, assessing each solution along two main axes—functionality and user experience—and within one of four dynamic states: reliable, competitive, strong, or dominant. Each graph is compiled by analyzing three different factors: 1) responses from users regarding solution functionality and how satisfactory the products are to work with (UX); 2) vendor responses on the functionality and UX of their solutions; and 3) TEC's analysis of where each solution stands in the wider market context, as reflected by user experience, functionality data, and competitor dynamics.

Most enterprise software analyst firms rely on high-level functionality information, marketing angles, and market share data to determine their rankings of products and issue their graphical market depictions.

TEC's approach is different at the baseline in that it's highly data-driven, collecting extensive product functionality data and comparing solutions on their level of support for each feature. Thorough, objective functionality data is paramount at TEC and anchors our software selection methodology, in combination with our project management and industry expertise.

Over the years, we have sought ways to complement our focus on functionality with consideration of software quality. As quality is subjective, the best way to measure it is through user experience. Indeed, UX has become increasingly important as the other side of the proverbial coin regarding software efficacy, arguably impacting product development and user return on investment (ROI) as significantly as functionality.

TEC Insight was born of this effort to combine functionality scores and user experience analyses without compromising our commitment to data-driven conclusions. Thus, we developed a way to measure and capture user experience, rather than footnoting it through anecdotal reflections or non-uniform user reviews, which has yielded a unique approach that is distinguished by both its expansiveness and rigor. We continue this effort with the publication of the 2025 TEC Insight Report on ERP Solutions for SMBs.

About This Report

This report comprises the following components:

- A brief overview of the landscape of ERP solutions for SMBs
- The TEC Insight Graph, along with a discussion of TEC's findings
- Tips on how to approach successful selection of an ERP solution for SMBs
- Conclusion and major takeaways
- Vendor/solution profiles with analyst commentary
- An explanation of the methodology and evaluation criteria used to generate the TEC Insight Report and TEC Insight Graph
- Useful links to other resources from TEC



ERP SOLUTIONS FOR SMBS: AN OVERVIEW

According to the APICS dictionary, enterprise resource planning (ERP) is a “framework for organizing, defining, and standardizing the business processes necessary to effectively plan and control an organization, so the organization can use its internal knowledge to seek external advantage.” In other words, some may see ERP as the central nervous system of modern businesses.

It is hard to imagine a modern business without ERP software. From its origins more than 50 years ago with the first accounting and manufacturing resource planning (MRP) tools used by manufacturers, ERP software has grown to become the backbone of all but the smallest businesses, as the latter may still operate with spreadsheets or basic accounting packages used by one person or a small group (e.g., QuickBooks).

ERP is an integrated software suite that handles the transactions and record-keeping of any business’ essential functions, such as sales, purchasing, accounting, inventory management, production, and, arguably, human resources (HR) management. In essence, ERP software acts as one single, centralized system of record (source of truth) for the companies relying on it.

Among other capabilities, ERP systems centralize company data, automate and regulate core business processes, and provide useful insights to improve one’s business overall. Deploying an ERP system is one of the boldest undertakings an organization can take to digitize its core activities. The benefits of ERP systems can be numerous, their goal being to enhance operational efficiency and improve decision-making (figure 1).

ERP Solution for SMBs: A Brief State of the Market

The benefits of ERP systems are no longer limited to larger companies. Due to their size and available resources, small and midsize businesses (SMBs) are more vulnerable to the influence of global competition than their larger, multinational counterparts, which obviously have more wealth to establish or relocate their facilities for optimal performance and can leverage other resources (political, lobbying, etc.) to achieve their business goals.

Today, SMBs too must be adept at online purchasing, sales, subcontracting, and offshoring, as many midsize manufacturers operate a multicurrency, multisite, and multilanguage business. Moreover, those that operate in food and beverage manufacturing, health and safety products, defense contracting, and

many other industries must comply with an increasing number of requirements and legislation in many spheres and at multiple levels—from international down to local.

For instance, think of the recently passed [Danish Bookkeeping Act](#). Thus far, not even the mightiest vendors in SAP and Oracle have certified their ERP products accordingly, with Microsoft Dynamics 365 Business Central and Odoo being two of few certification successes as of yet.

SMBs often reach a point in their development where they must face a new type of challenge: transforming themselves from a relatively small and “manually” (or via spreadsheets, at best) managed business to a structurally managed organization with the working attributes of professionally managed businesses. Think of establishing a formal upper management team, standardized business processes and procedures, an assigned board of directors, and so on.

Smaller companies are typically managed by their owners or founders and don’t pay much attention to formal management roles, internal policies, established standard procedures, or other “formalities”—they make up the so-called “lifestyle businesses.” However, at some point, founders realize they need to transform the company with a professional management structure, establish strategic planning initiatives, and execute on them consistently.

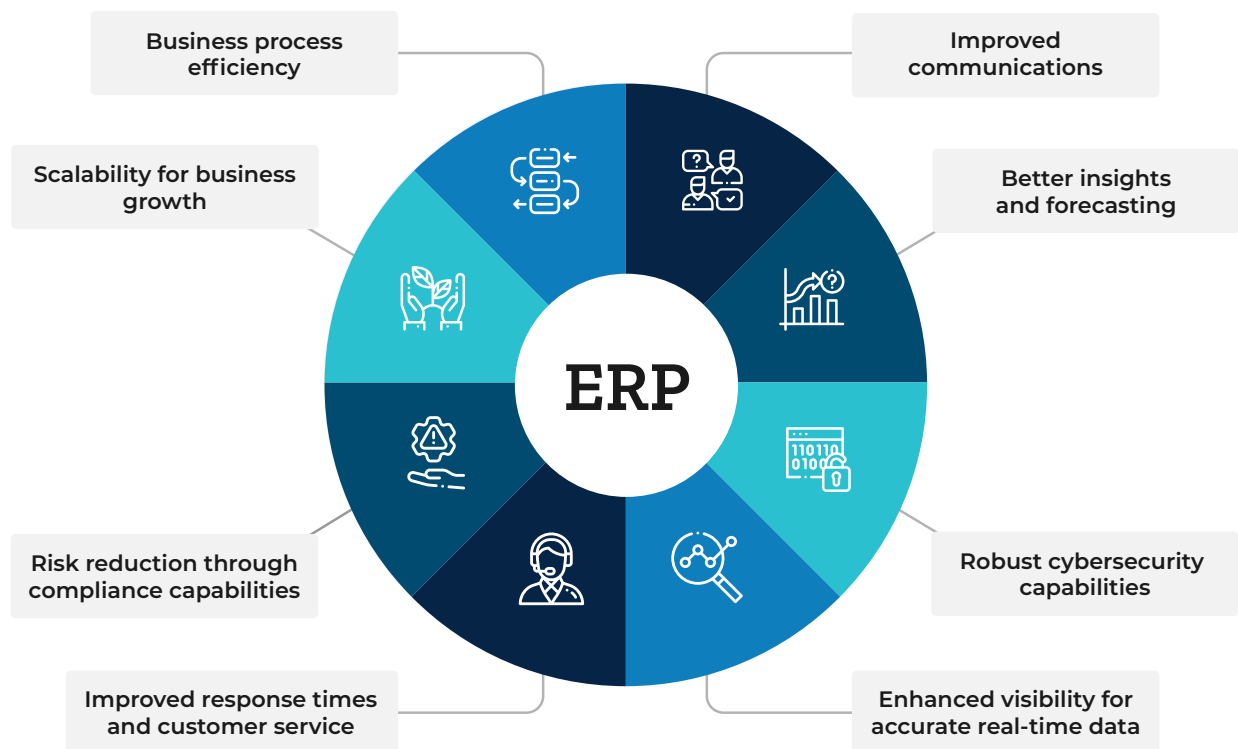


Figure 1. ERP benefits and advantages

Common ERP Modules and Features

ERP software consists of connected, yet distinct components or modules, each of which offers the functions of a particular business process or department, such as sales, procurement, inventory management, accounting, etc. (figure 2). A critical feature of ERP is the integration between its modules. The system's central database is where those modules record transactions and other information, access that data, and share it as a "single source of truth."

For example, a sales order created in the Sales Management module will be shared with the Production and Inventory Management modules, so manufacturing and operations personnel will have the needed information regarding which product(s) to make. When the final product is shipped, data in the Inventory Management module changes, an invoice has been sent, and when the customer pays, the Accounting module records the newly added revenue. Additionally, ERP software usually maintains a consistent look and feel across its modules, unlike a collection of separate software applications from different vendors.



Figure 2. Common ERP modules

At their core, ERP systems integrate all areas of a business into one source. Common [ERP software modules](#) include the following:

- Financial management for financial planning, budgeting, and statements like balance sheet, profit and loss (P&L), etc.
- Accounting, with capabilities for expense tracking, accounts payable (AP), bank reconciliation, fixed asset management, and a chart of accounts in general ledger (GL).
- [Inventory management](#) with tracking item details, inventory balances, inventory location, item serialization, and more.
- Procurement with purchase orders (POs), invoice handling, supplier management, and payment gateways, among other functions.
- Sales with estimates, quotes, sales orders, billing, receivables/revenue, and more. Analytics can manage and record customer history, data, buying patterns, etc.
- [Manufacturing](#) with functionalities like order fulfillment, production planning, project management, and job costing.
- Security and risk management, offering approval workflows, detailed user permissions, and a complete audit trail.

Logically, given the “resource” part of ERP, some other capabilities and modules should fall under its scope. Think of an HR/Payroll module with employee productivity tracking, personnel cost planning and management, talent acquisition, career development, and more. Along similar lines would be supply chain management (SCM), with instant updates on multi-echelon inventory levels, customer orders, warehouses, transportation, and other key data.

Manufacturing execution systems (MES), customer relationship management (CRM), and sourcing are some other capabilities that might belong to ERP. Still, having all these tools within a single ERP system tends to encumber product development and the solution’s simplicity and ease of use. In many instances, flexible integration to a specialized CRM, payroll, payments, or human capital management (HCM) solution might make more sense.

SMBs—Not Necessarily the Easiest ERP Customers

Somewhat counterintuitively, prospective SMB customers might ask even more from their ERP systems than their larger counterparts. Large companies have fewer concerns with their information technology (IT) budgets and can afford add-on solutions and expensive integrations as required. For any missing, critical functionality, tier 1 companies can fork out, say, \$500K for some needed workarounds.

Smaller companies, by comparison, seek solutions they can start using immediately with minimal modifications, perhaps with some standard third-party add-on solutions that aren't too pricey. “Immediately” means deployment is measured in days and weeks rather than months and years. SMBs also expect to know the total cost of ownership (TCO) beforehand—without drastic price changes—and the project's scope creep. Default integration with popular tools like Microsoft Office goes without saying for SMBs, as does comprehensive compliance with local regulations, while larger companies can afford system integrators and consultants to enable them. In short, simplicity out of the box (OOTB) and affordability are the mandates for SMB ERP (figure 3).

Some of the most interesting and relevant evolutions in ERP and its analytics can be summed up by two terms: consumerization and verticalization. The former involves offering applications that are easier to use, potentially integrated with Office and other types of business applications, and effortless to deploy and configure. The latter refers to vendors' expertise in providing configurations and functionalities for specific industries (e.g., food and beverage) and sub-industries (e.g., dairy products, meatpacking, packaged foods, etc.).

SMBs' ERP MANDATES

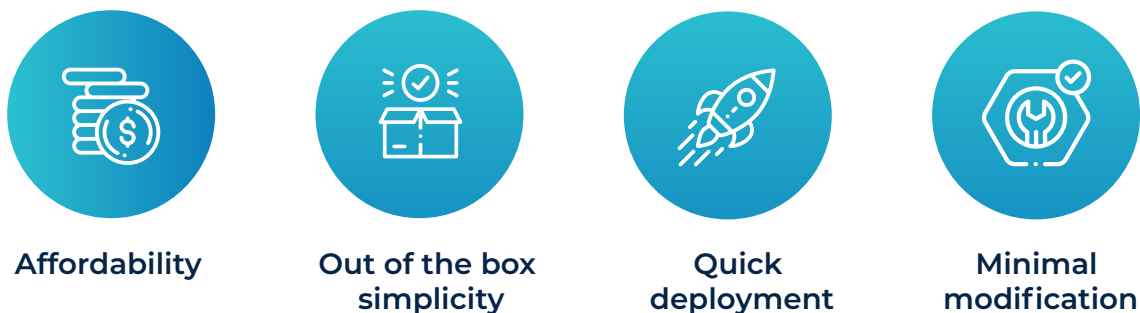


Figure 3. Main mandates of ERP for SMBs

Fierce competition and constantly evolving environments necessitate an ongoing pursuit of innovation and improved performance as companies strive to distinguish themselves through product quality, pricing tactics, and customer satisfaction. Market dynamics are shaped by variables such as technological innovations, regulatory changes, and evolving consumer preferences.

Key Considerations for Evaluating an ERP Solution for SMBs

Prospective ERP customers should know the answer to “what are the most important apps for us?” Every ERP package is different, and—varying by vendor and business needs—some aspects are more robust than others. For instance, in finance/accounting: do we have simple needs or are we trying to cover all the

bases (international, consolidations, treasury, etc.)? It's worth noting that midsize businesses can still be international, and the Finance/Accounting module is arguably the most important for every ERP buyer, as it glues the software's remaining components together.

Even an SMB will likely have to integrate its ERP with other apps. From a service perspective, this could be the most expensive and risky aspect of an SMB's ERP project. As more and more countries require automated transactions (e.g., electronic tax submissions), companies must assess whether the ERP offers built-in integrations for their target markets and localities.

Other potential considerations include whether the ERP fully supports continuous transaction control (CTC) compliance as it becomes mandatory in a growing number of countries. The EU, for one, has already enacted the [ViDA \(VAT in Digital Age\)](#) law, which will soon be enforced in all member countries. One should also be mindful of end-to-end (E2E) e-invoicing and standard audit file for tax (SAF-T) by OECD, an international standard for electronic exchange of reliable accounting data from organizations to a national tax authority or external auditors. Those integrations and customizations will preferably be done in a low-code/no-code (LC/NC) manner with the support of automation tools.

The ESG Factor

Even SMBs must consider environmental, social, and governance (ESG), the so-called “[21st century accounting](#)” (figure 4). This is especially true now that the US SEC has finally approved new regulation that requires non-public firms to provide emissions data to larger customers or suppliers they interact with. While not yet a US matter, this will likely loom large in the future, and if an SMB serves European customers, they may have to report their emissions data. That said, feeding this carbon-based data into an ERP system remains a sizable integration problem.

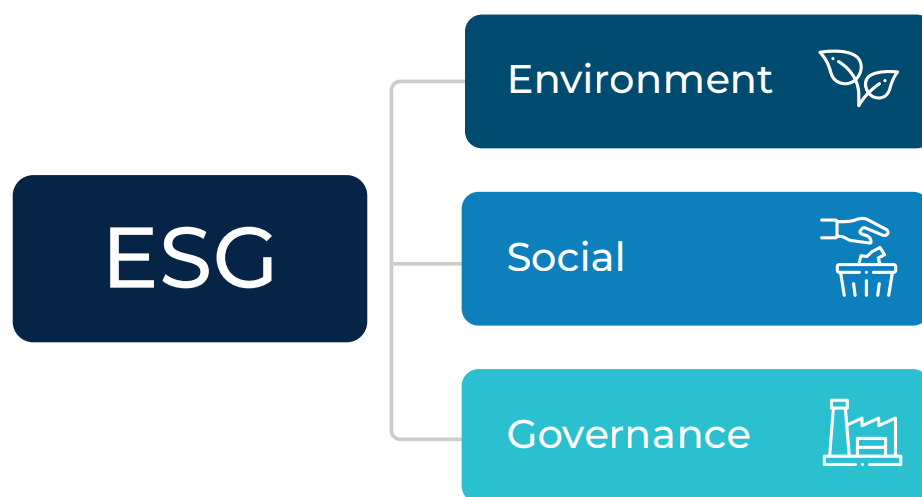


Figure 4. The environmental, social, and governance factor

There are likely hundreds of touchpoints and questions that could form a new [ERP request for proposal \(RFP\)](#), all of which might be unique to the ERP software buyer, each of its plants, etc. For example, a recent software selection project of ours came with various side issues to ponder, such as:

- How to acquire new ERP software while also meeting ISO 14001, 17001, and other standards
- How to obtain a new and extremely detailed chart of accounts, statistical accounts, and other dimensions within the new ERP
- How well the ERP will handle non-financial data
- How to clean up decades of capital starvation, technical debt, etc.
- How to reposition assets, customer service locations/depots/fulfillment centers, etc. that were created years ago and are now out of place, inefficient, etc.

As a result, companies should ask themselves which ERP vendor best fits their preferred cloud (assuming a cloud-based deployment) and security best practices and company-specific standards. That said, it is naïve to assume that cloud ERP eliminates all concerns over availability, performance, and security. Operating a small company doesn't mean the organization lacks the same needs in those areas as its largest counterparts.

Furthermore, it is dubious whether SMBs can adequately address issues like the following:

- Artificial intelligence (AI) policies, security, large language model (LLM) design, data privacy, etc.
- Which apps go into a private, public, or hybrid cloud
- How they aim to structure their ERP package, i.e., go “big bang” or in pieces
- Which apps will be best of breed (BoB) vs. part of an ERP suite
- How to best negotiate their deal

Prospective users must insist on seeing demonstrations of the listed capabilities vendors claim to support. Some features may indeed be supported, but how much tweaking is required to fully leverage them?

Additionally, inexperienced ERP buyers tend to fall prey to the quick implementation methodology spiel or choose an implementer the vendor recommends without doing due diligence. Quick implementations don't necessarily change processes or materially alter the status quo—they simply map old data to the new system. Therefore, the business case for a lower-cost ERP solution is a mere expense with little-to-no business upside.

There is no perfect ERP match or flawless ERP project. Identify the key areas that are most important for your company to address and make them the focus of your ERP software and service choices. Do not be

influenced by sales dinners and trips to see sailboat races—ERP software is too important an investment for SMBs to be swayed by such sales tactics.

Key Functionality for ERP Solutions for SMBs

As vendor organizations deepen and expand the functional coverage of their existing ERP solutions for SMBs, users find themselves relying more and more on the capabilities of their ERP solutions in many facets of their business. As with many other types of enterprise software systems, an ERP selection initiative for SMBs involves the evaluation of both the general and specific functionality features offered by different software solutions.

These features can be key in deciding which solution best fits the needs of an organization. ERP systems are, in many ways, an evolution and integration of a set of solutions for the managing and automating of traditional business processes and more novel technologies such as low-code application development, analytics, and artificial intelligence (AI). Therefore, today's ERP solutions for SMBs comprise a blend of familiar and emerging capabilities for deploying robust, process-based enterprise applications.

The set of core functional elements considered for this report are shown in the following table (see Appendix A for the full functionality list criteria).

CORE FUNCTIONALITY	
1	General Configuration and Compliance
2	General Ledger
3	Accounts Payable
4	Accounts Receivable
5	Payroll
6	Inventory
7	Job and Project Costing
8	Fixed Assets
9	Sales Management
10	Budgeting
11	Connectivity, Integration, and Data Sources

CORE FUNCTIONALITY	
12	Knowledge Management, Collaboration, and Analysis
13	Security Management
14	Manufacturing
15	Retail and Commerce
16	Portfolio and Project Management
17	Opportunity, Contact, and Contract Management
18	Time and Expense Management
19	E-commerce

The great challenge for any modern SMB is to achieve high operational efficiency, if not excellence, and to do so, the adoption of a proper ERP solution can prove essential. Therefore, for any ERP adoption to succeed, it is vital to evaluate, select, and implement the most adequate ERP solution with the right set of operational capabilities for ensuring the overall satisfaction with their use across the SMB. This will help ensure that core processes both do the right things and do things right.

User Experience (UX) Considerations

With years of experience conducting enterprise software selection projects, software analysts, consultants, and other experts at TEC have observed that even though functionality is a core criterion for selecting an ERP solution for SMBs and other business software applications, it is not the only one. Besides functionality, a key aspect of a successful enterprise software adoption involves assessing how these solutions are perceived when relied upon by existing users, otherwise known as the user experience (UX).

Within the past 10 to 15 years, evaluating the quality of software and the user experience has only gained importance in all phases of software development. The UX is measured on a number of criteria, from the quality of the software code to the solution's security features to its usability.

Today, measuring user experience can bring clear organizational benefits to bear, given that UX assessment remains a key criterion of software selection. It is also instrumental for measuring or monitoring the real benefit of a particular enterprise software solution or a full platform. In essence, the easier the solution is to work with, the more users will depend on it to accomplish their intended tasks over less-than-efficient workarounds, and the more readily it will be adopted throughout the organization.

So, What Is User Experience or UX?

User experience relates to the attitudes a user has regarding their experience with a product, system, or service—in this case, an ERP solution for SMBs. The definition also includes the practical, experiential, effective, meaningful, and valuable aspects of the user's interactions with the software system and its underlying technology. Simply put, user experience relates to how a user interacts with and experiences the ERP solution and its perceived value.

Although user experience is subjective in nature, it does capture individual perception with respect to a product or system that can vary dramatically or change with time, often due to changes in usage patterns and circumstances. As such, user experience can certainly help measure and monitor how the use of an enterprise software solution is perceived over time.

Today, different methods exist for measuring various facets of the user experience, particularly with respect to software quality, security, management, and services, such as the methods provided by the [International Organization for Standardization](#). However, standards devoted to addressing UX that focus on the usage of enterprise software are scarce.

So, Who Is “the User”?

Numerous types of users can be identified within any type of enterprise software solution. ERP solutions for SMBs are increasingly used as a core component of the software stack of many organizations operating in different industries or lines of business (LoBs) of a major enterprise. Such systems can involve both “technical” and “non-technical” users. The former are those with experience and/or expertise in the use of these tools and in data management and analysis methods and models, while the latter have expertise in other business areas, but use these tools for either conducting analysis for consumption or consuming the output a technical user has already produced.

TEC's approach to defining the user experience considers the perspectives of both the operational and occasional user of these solutions, and thus includes the individual's perceptions of the system as related to utility, ease of use, and efficiency.

The criteria for evaluating the user experience of software solutions are listed below (see Appendix B for the full user experience criteria list for ERP solutions for SMBs):

USER EXPERIENCE	
1	Technical (functionality, reliability, efficiency, compatibility, maintainability)
2	Usability (user satisfaction/experience, usability)
3	Security
4	Productivity
5	Strategy
6	Service
7	Licensing
8	Innovation

These criteria are applicable to general-purpose solutions and those that serve an industry-specific purpose, be it performing core accounting and financial tasks and management of business processes to sector-specific procurement and resource management activities. Whether through straightforward business process handling or the creation of more complex, process-based business flows, the ERP for SMB software landscape is developing at a substantial pace.

As the modern software space evolves, we at TEC aim to provide a more inclusive, comprehensive view of the ERP for SMBs solution landscape, which includes both traditional players and industry newcomers.



THE INSIGHT ON ERP SOLUTIONS FOR SMBs IN 2025

In this section, we present TEC's evaluation of a number of ERP solutions for SMBs from two main perspectives: functionality and user experience (UX). This begins with the report's main graph, the TEC Insight Graph, followed by a more extensive analysis of the solutions considered within the report.

While this is by no means an exhaustive one-on-one software evaluation of the ERP for SMBs software market, it will certainly provide a proper perspective on said market and some of its most important providers and solutions.

About the Demographics of our Public Survey

One of the key aspects of our market analysis consists of surveying our and the vendors' user communities to gather as much information as possible about the solutions considered for the study (please refer to the TEC Insight Methodology and Criteria for more information regarding the report's methodology). During this process, we interviewed more than 135 users regarding their experience using the diverse set of solutions covered in the report. The following briefly explains the demographics of the user community that participated in this TEC Insight Report:

Position

As we can see from the graph below, much of the surveyed community holds management positions within their companies, from CEOs (13%) to IT Managers (20%), Operation Managers (19%), and Business Managers (13%), while other users work in key decision-making positions, such as CMOs (11%), CIOs (6%), and CTOs (5%) (figure 5).

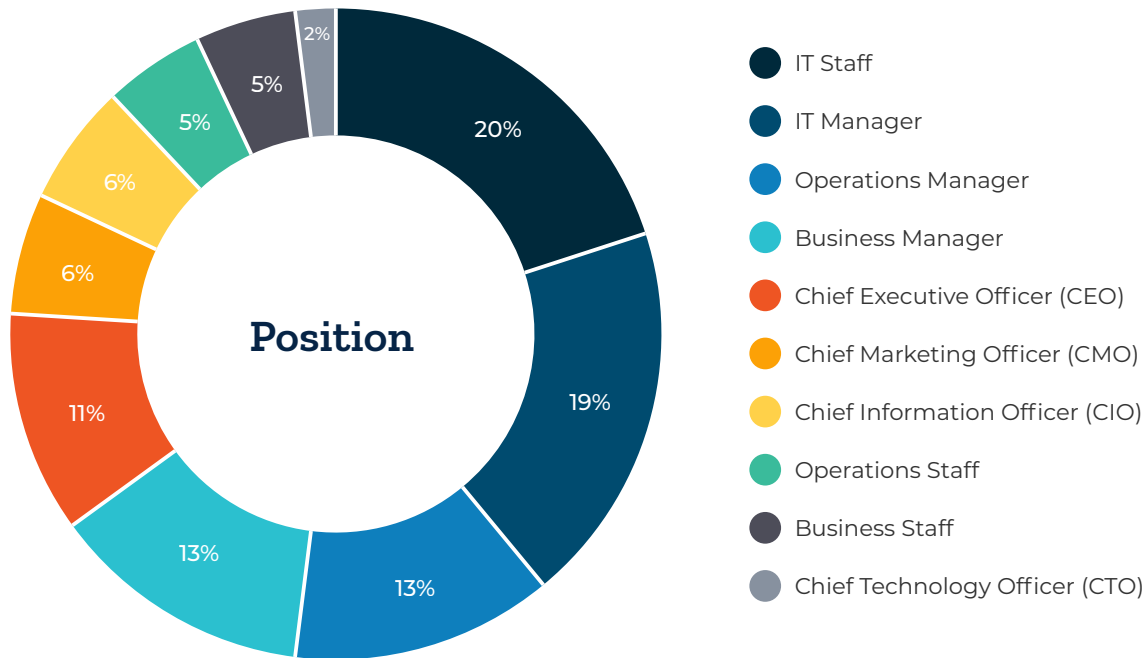


Figure 5. Position distribution of the surveyed population

Age and Experience

Regarding the age of our participants, the range of 30-39 years occupied the largest sample with 41%, with those of 40-49 years accounting for 21%. It is thus logical to expect their experience in using ERP systems to range between 6 and 10 years (34%) (figure 6). As a result, the bulk of our survey responses came from a solid combination of business and technically experienced users.

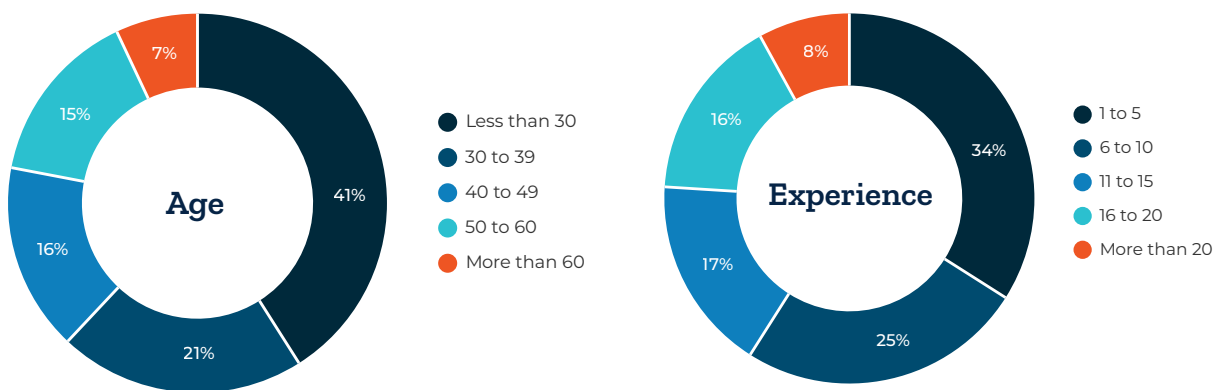


Figure 6. Age and experience using ERP systems among the surveyed population

Geography

Our surveyed community, although distributed across the globe, was concentrated mainly within North America (61%), with 12% based in Asia (figure 7). It's also worth noting that North, Central (9%), and South (8%) America account for a combined 78% of the surveyed population.

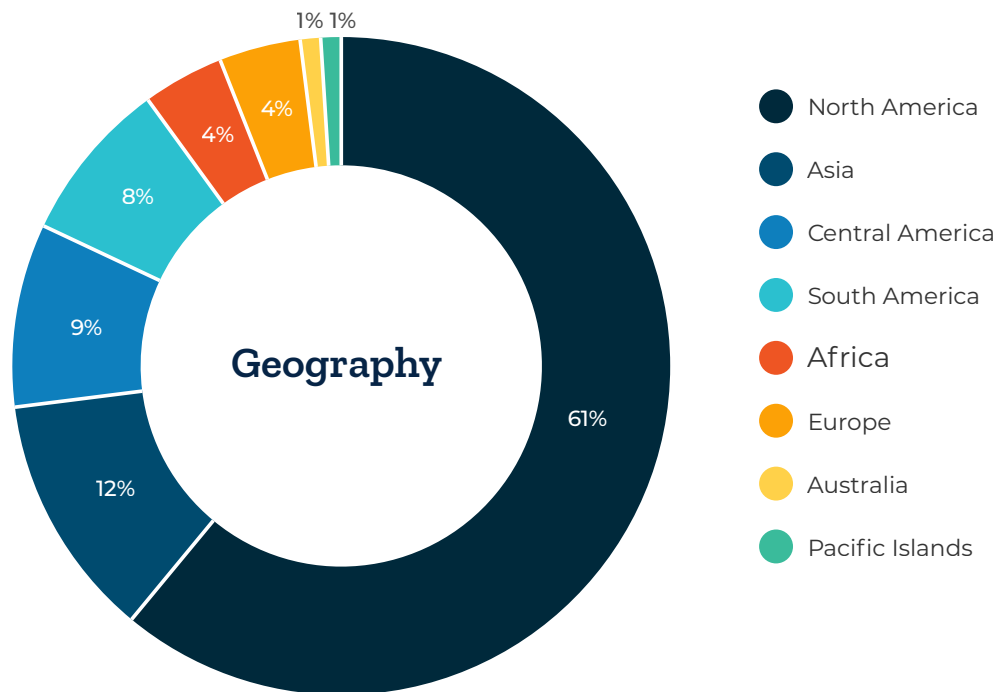


Figure 7. Geography of the surveyed population

Company Size

To define the size of the companies our users work in, the analysis contemplated two key criteria: number of employees and revenue.

Based on our SMB criteria, the majority of participating users work at companies with 101 to 250 employees (50%) and revenues of \$51 to 250 million USD, which puts them on the larger end of the SMB scale (figure 8):

- Regarding the number of employees, most surveyed users work for companies with 101 to 250 employees (50%) and 251 to 1,000 (30%).
- Regarding annual revenue, most companies range from \$51 to 250 million (41%) and \$10 to 50 million (26%).

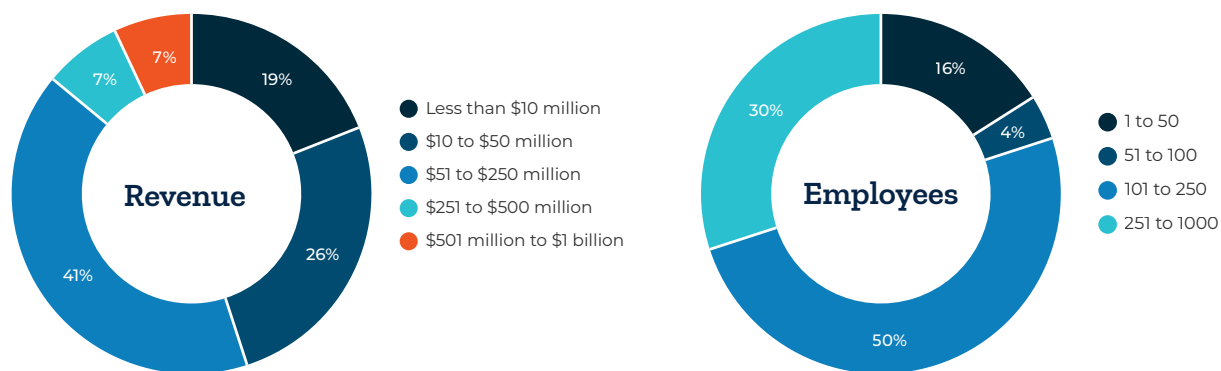


Figure 8. Company revenue and number of employees among the surveyed population

Industries

To provide a final demographic overview of the surveyed community, most users operate in large industries, including manufacturing (23%), computer, IT, and software (16%), retail (12%), real estate (3%), insurance (3%), and even non-profit organizations (2%) (figure 9).

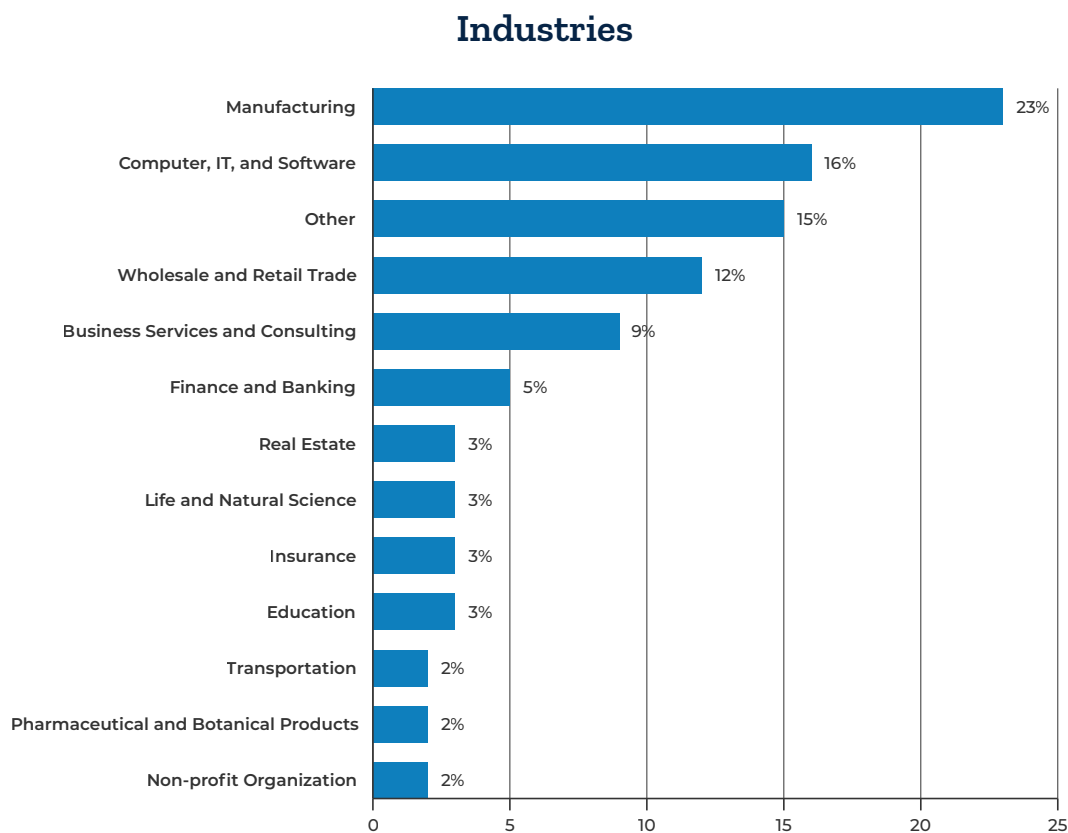


Figure 9. Top industries of companies among the surveyed population

About our Participating Solutions

All the vendors for the solutions considered in this report responded to our invitation to participate and provided us with the information requested for a corresponding analysis of their functional features. The following table includes a list of vendors/solutions considered for the analysis, as well as the alias with which they appear in the analysis graphs of this section, including the TEC Insight Graph:

	Vendor	Solution	Alias (Used within the TEC Insight Graph)
	Ábaco Ibérica de Software S. L.	Aliquo Software	Aliquo
	Acumatica	Acumatica Cloud ERP	Acumatica
	ECi Software Solutions	Deacom	Deacom
	ECi Software Solutions	JobBOSS2	JobBOSS2
	ECi Software Solutions	M1	M1
	Infor	Infor CloudSuite Industrial	Infor CloudSuite
	Microsoft	Dynamics 365 Business Central	MS Dynamics
	Priority Software LTD.	Priority ERP	Priority
	Rootstock	Rootstock Manufacturing ERP	Rootstock
	Sage	Sage 100	Sage 100
	Sage	Brightpearl by Sage	BrightPearl
	Sage	Sage Intacct	Intacct
	SAP	SAP S/4HANA Cloud Public Edition	S4HANA
	SYSPRO	SYSPRO	SYSPRO

Note: Other vendors/solutions such as [Oracle NetSuite](#) and [Epicor](#) were also invited, but were not included in the study due to constraints or other reasons.

The TEC Insight Graph

The TEC Insight Graph provides a general view of each solution from the two perspectives of functionality and user experience while locating each solution within one of four dynamic states in the overall market: reliable, competitive, strong, or dominant (figure 10).

- **Functionality:** The location of the circle on the horizontal axis of the graph indicates whether the solution offers niche, core, extended, or full functionality.
- **User Experience:** The circle's location on the vertical axis of the graph indicates whether the solution meets, exceeds, delights, or amazes users when they use the solution to perform their required tasks.
- **Market Position:** The location of the circle denotes whether the solution is reliable, competitive, strong, or dominant in the marketplace, according to the research obtained and analyzed for the creation of this report.
- **Midline Reference:** The dotted reference line in the middle of the graph represents an ideal equilibrium between the provision of functionality and user experience. A solution located above the line has greater focus, according to our results, on providing a better user experience, while a solution positioned below the line is more capable of meeting the functionality needs of an organization.



Figure 10. 2025 TEC Insight Graph on ERP solutions for SMBs

For more information about the TEC Insight Graph, including its category definitions and source data, please refer to the TEC Insight Methodology and Evaluation Criteria section of this report.

TEC Insight: a General Industry Discussion

During the report's development, one could perceive some key characteristics surrounding this specific segment of the ERP software market. Among these, we could mention the following:

- A growing interest in the SMB sector has populated the market with a plethora of solutions, both offered by well-known global organizations providing full, strong support such as SAP or Sage and regional software players such as Spain's Aliquo, which are slowly but surely gaining momentum thanks to their business and regulatory expertise in their local markets.
- Although the ERP for SMBs software market has shown important growth and diversification in recent years, promoting a dynamic set of modernized and innovative offerings with features

that can appeal to a diverse set of organizations—depending on their needs—all these solutions seem to be tidily grouped among a very specific set of functions and features, explaining why

- No solution seems to be clearly dominant, and why
- All were clearly located in the TEC Insight Graph's center, meaning they focused on offering core capabilities for the market segment.
- The SMB market is a complex one, in which software companies need to deal with numerous subtleties and nuances for different organizations changing in size, industry, and line of business, which makes it difficult for such companies to dominate in this fearlessly competitive software sector.

Software Solutions' Positioning Discussion

One function of the TEC Insight Graph is to indicate how each vendor solution is generally perceived based on this composite measure of functionality and user experience. Each solution can be deemed *reliable*, *competitive*, *strong*, and *dominant* in the market or be specifically identified based on its position within the functionality and user experience axes.

Based on the sum of these positions in the graph, one can derive some key trends, including:

- How most ERP solutions are located within the *Strong* area of the graph, depicting a very competitive market in which functional capabilities tend to be similar across the board. For example, leaders such as Rootstock and Priority remain quite close to solutions in the lower end of the Strong area such as Deacom and Sage 100.
- When analyzing results, a group of solutions including Rootstock, Priority, S4HANA, MS Dynamics, and SYSPRO showed similar approaches to the SMB market via:
 - Their strong infrastructures. Such is the case for S4HANA (SAP), MS Dynamics (Microsoft), and SYSPRO, a company especially devoted to the upper end of the SMB market.
 - Their somewhat lesser, but solid efforts to provide market support. This is the case for both Rootstock, which showed leadership and was perceived as a reliable provider of ERP for SMBs, and Priority, which showed balanced leadership in terms of both functionality and UX.
- A second solution cluster comprising Infor CloudSuite, Brightpearl, Acumatica, Sage 100, Deacom, Intacct, and M1 made for a very close-knit group, with some showing lesser functionality range

but higher user experience (Brightpearl, Acumatica, Sage 100, M1), while others like Intacct and Infor CloudSuite offer a more robust functionality set.

- Even in the lower part of the graph, both JobBOSS² and Aliquo seem to play a significant role within the smaller portion of the SMB market, with JobBOSS² serving smaller companies and providing a reliable combination of functionality and price, and Aliquo directing their efforts to the Spanish market and growing consistently.

Despite being a fast-growing software segment, the ERP for SMBs space still has an important number of areas and opportunities for growth, especially with the continuous incorporation of new technologies like AI and financial models like 21st-century accounting, among others.

General Ranking Analysis

Figure 11 depicts the general ranking and composite score for each vendor solution. By combining the functionality and UX measures and transforming the results based on a scale system from 1 to 100, we arrive at a single score for each software product.

This general ranking provides readers with a point of reference that can be considered alongside the more nuanced TEC Insight findings to arrive at a complete understanding of the capabilities of each solution, the expected business value thereof, and where each solution stands in relation to its competitors.

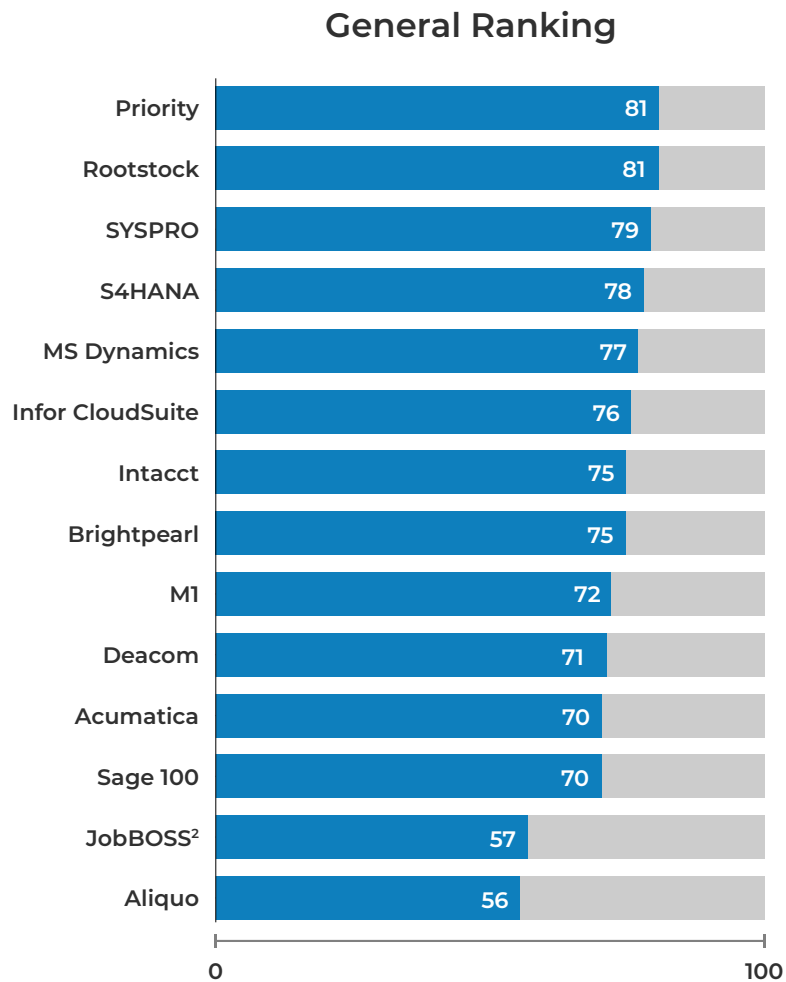


Figure 11. 2025 TEC Insight ranking of ERP solutions for SMBs

Based on these rankings, we can consider Priority, Rootstock, SYSPRO, S4HANA, and MS Dynamics the top five, although the rest of the solutions remain competitive based on the factors mentioned earlier.

Functionality vs. User Experience (UX)

In the following section, we'll examine the two main factors of the TEC Insight vision: functionality and UX. Here, we provide a closer look at these providers in the ERP for SMBs software space and their balance between providing maximum levels of functionality versus UX. As illustrated in the TEC Insight Graph and further in this section, most vendors offer a relatively balanced perspective, meaning they aim for an equal focus between the functionality they offer and the UX they provide for their users.

Functionality

Regarding the coverage of functional features, figure 12 allows readers to compare the main ERP for SMBs offerings on the market at a glance:

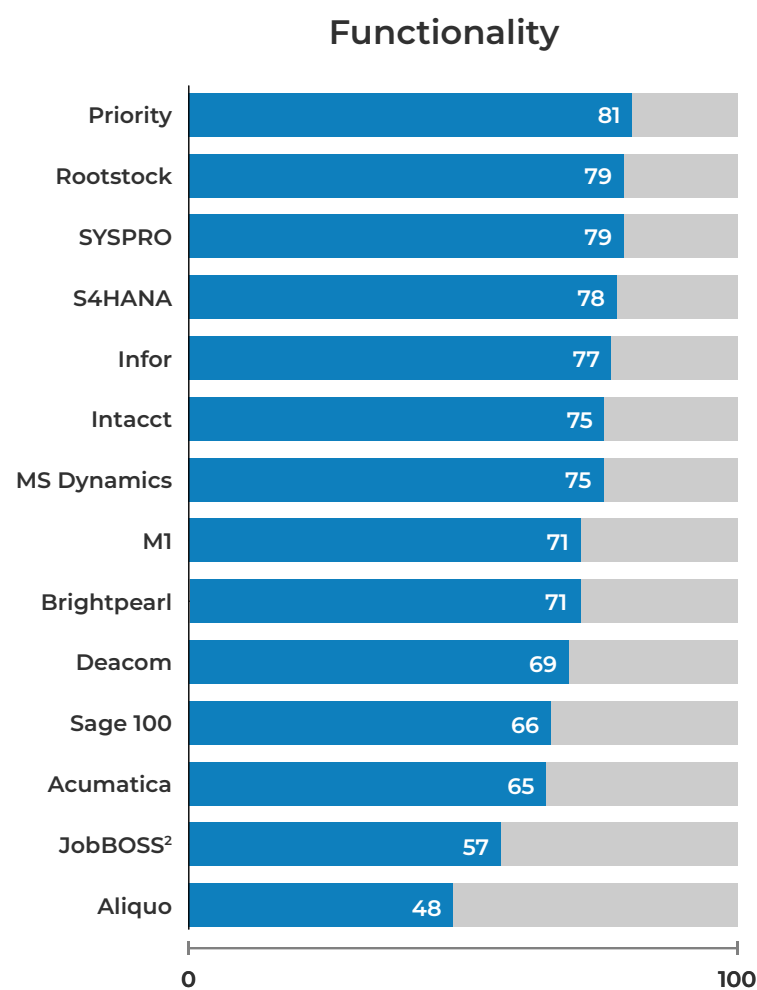


Figure 12. 2025 TEC Insight functionality ranking of ERP solutions for SMBs

The figure shows that among the group of first contenders, Priority, Rootstock, SYSPRO, and S4HANA show very strong coverage across the board.

This is particularly true regarding specific functionality for industries such as manufacturing and services, as well as core functions such as financials and accounting. It’s also worth noting that all solutions have been active in developing new functionality that’s often supported by artificial intelligence and machine learning tools (See table in Appendix for specific information regarding functional coverage).

User Experience (UX)

Figure 13 provides a more detailed view of each solution's UX satisfaction level, covering different aspects or perspectives of UX, from users' appreciation of technical capabilities, usability, and security to their perceived advantages from the solution's licensing options.

From a UX perspective, it appears that, aside from two solutions (Aliquo and JobBOSS2), all products form a tight pack with no more than a 12-point difference from top to bottom, which supports the claim that vendors in this software segment are strongly committed to providing high levels of UX.

Naturally, leaders such as Rootstock, Priority, and SYSPRO combine this with the procurement of more extensive functional coverage, yet from Rootstock to M1, UX coverage remains strong according to the available data, with users also applauding these solutions' features in productivity and service (See table in Appendix D for specific information regarding UX).

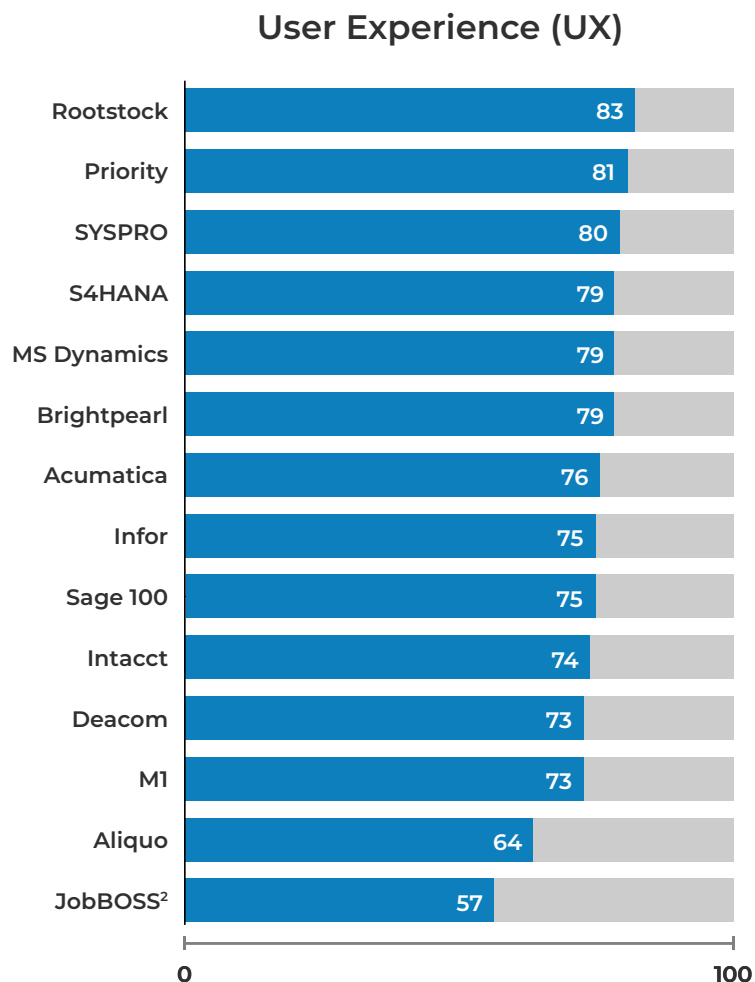


Figure 13. 2025 TEC Insight UX ranking of ERP solutions for SMBs

ERP Solutions for SMBs: Selecting the Right Option

Today, organizations of all sizes can deploy and use ERP solutions to execute their operations. But the evaluation of enterprise software solutions requires a balancing act between business needs and user needs or preferences in process execution.

The former is a question of functionality fit between the software solution and the organization's business processes and strategic goals, while the latter concerns user experience criteria. Both sides of this equation are essential considerations.

Companies are eager to constantly achieve greater operational efficiency, but they must first make sense of the business processes and key functional features that make a difference to gain value and increase their profit margins and the quality of their products and services while boosting the customer experience (CX).

It can't be overstated that an ERP solution for SMBs is often a core component of an integral set of solutions of a complete business operations strategy, as it can ensure effective control and management of all core business operations, from accounting to sales operations, making it crucial for any small or midsize organization to ensure an effective evaluation and selection of the proper ERP solution.

Below are a few basic factors to consider when selecting a provider/solution for your organization:

- **Identify your needs.** Before exploring solutions and vendors, take the time to evaluate the type of information you require, then determine which technology can provide it. In other words, one first needs to understand their data-related problem in order to find a system that will help one solve it.
- **Assess your material and human infrastructure.** Take the time to explore and assess the initial conditions before deploying or replacing your ERP with a new solution. Evaluate your existing infrastructure conditions and status as well as the level of expertise of your team in order to identify under which conditions you will begin your ERP evaluation and selection project.
- **Assess your challenges and opportunities.** Calculate the challenges and opportunities around the digitization and management within all business processes. Determine the most important or primary business case to be addressed and focus on it. Subsequently, look for the solutions that can provide the support you need to solve your most pressing concerns and requirements.

- **Develop a plan.** Make sure your ERP candidate solution aligns with your corporate goals. The benefits and risks must be clear to everyone involved in the selection process.

Once you are in the process of evaluating a list of ERP solutions, keep the following factors in mind:

- Ease of deployment and use of the software to reduce efforts and costs
- Self-service and user-centric approaches that enable businesses to take ownership of ERP practices and leverage these efforts on their own
- Industry and line of business (LoB) verticalization to provide specific functionality for user groups, thereby expediting and increasing the ROI
- Incorporation of new technologies into the vendor's ERP product stack in the interest of enabling high consumerization of said technologies

Finally, any enterprise software selection endeavor should include the following key steps:

- Definition of goals for the adoption of an ERP solution
- Analysis of key functional requirements for the business
- Analysis of functional and UX features of solutions available on the market
- Evaluation of shortlisted solutions, including demos and proof-of-concept studies
- Analysis of other services and technical criteria such as security, support, and licensing options

With these considerations in mind, the TEC Insight Graph, related tables, and additional TEC research resources can be used as a solid basis or reference points for your ERP software evaluation and selection endeavor.

As always, [TEC's team of experts](#) is available to help, whether through high-level consultation or in-depth project management.



CONCLUSION

With the continuous evolution of business and increasing competition in all sectors and industries, including the SMB market, a growing number of organizations have realized that to achieve business success, they need to hold onto every necessary tool at their disposal across all aspects of their process operations. Indeed, selecting, acquiring, and deploying the right set of enterprise software solutions becomes key for enabling this success.

When combined with the rest of an existing software stack, ERP solutions can enable SMBs to efficiently manage and automate their digital business operations and achieve operational excellence. With this in mind, software vendors have tapped into these needs and goals and continue to develop different types of solutions.

The TEC Insight Report and TEC Insight Graph show that the current state of maturity in the ERP for SMB technology marketplace fosters not only the coexistence but also the integration of many other applications from various providers, which in turn allows organizations to boost their daily operations to guarantee operational efficiency in all business areas.

With the increasing adoption of new features and technologies for improving collaboration, process efficiency, analysis, and decision-making, these new solutions are assuming a more central position within all SMB organizations' respective enterprise software stacks.

This study, and particularly the TEC Insight Graph, also presents an interesting view on the state of the market regarding ERP solutions for SMBs. This market is continuously evolving and yet, there is still room for improvement and evolution while offering products that provide the needed functionality with a satisfactory user experience.

TEC's research also indicates that the new wave of ERP solutions for SMBs will assume an increasingly important role in boosting the effectiveness with which SMB organizations compete, not just among themselves, but even opposite larger enterprises.

We look forward to monitoring how these solutions will keep evolving, thus enabling users to access them and enjoy a seamless, easier, swifter, and more efficient method for modeling, implementing, and automating business operations within next-generation SMBs.

VENDOR/SOLUTION PROFILE

ROOTSTOCK SOFTWARE

Product Name	Rootstock Manufacturing ERP	Version (if applicable)	23.77	Headquarters Location	United States
Product Description <i>(Provided by vendor)</i>					
Rootstock Software® is a powerful yet nimble, cloud-based manufacturing ERP solution designed for discrete manufacturers. The all-in-one, purpose-built solution enables real-time management and control of production operations and financials from front to back, available anytime from anywhere, giving users the visibility and predictable productivity that they need to control costs and elevate their operational excellence. Built and deployed on the popular and powerful Salesforce Platform, manufacturers enjoy quicker time to value with a common IT ecosystem that interconnects “out of the box” with Salesforce Sales, Service, and Manufacturing Clouds, as well as any of the more than 7,000 apps on the Salesforce AppExchange. Rootstock on the Salesforce Platform provides easier deployments that consolidate data silos and provides a common business ecosystem ideal for digital transformation. Rootstock delivers everything manufacturers need and nothing they don't to grow their manufacturing business.					
Regional Presence	North America	✓			
	Central America and South America	-			
	Asia-Pacific	✓			
	Europe, Middle East, and Africa (EMEA)	✓			
Main Industries	Manufacturing	✓			
	Retail and Commerce	-			
	Services and Consulting	-			
	Distribution	✓			
	Other	-			

ROOTSTOCK SOFTWARE (continued)

General Solution Architecture		
Delivery Mode	SaaS (multitenant/virtual)	✓
	PaaS (hosted via a public cloud provider)	
	<i>Amazon Web Services (AWS)</i>	-
	<i>Google Cloud Platform</i>	-
	<i>IBM Cloud</i>	-
	<i>Microsoft Azure</i>	-
	<i>Oracle Cloud</i>	-
	<i>Rackspace</i>	-
	<i>Red Hat OpenShift</i>	-
	<i>Salesforce AppExchange</i>	✓
	<i>Other (Heroku)</i>	✓
	On-premise	
	Server	
	<i>Linux-based</i>	-
	<i>MacOS Server</i>	-
	<i>Solaris</i>	-
	<i>UNIX-based</i>	-
	<i>Windows</i>	-
	<i>Other</i>	-
	Client	
	<i>Linux-based</i>	-
	<i>MacOS</i>	-
	<i>Web</i>	✓
	<i>Windows</i>	-
	<i>Other</i>	-
	Containers	
	<i>Docker</i>	-
	<i>Google Kubernetes Engine</i>	-
	<i>LXC</i>	-
	<i>Other (please specify below)</i>	-

ROOTSTOCK SOFTWARE (continued)

Mobile Access	Apple iOS	✓
	Android	✓
	Windows (Accessible via browser)	✓
	Other	-

Support Databases	Amazon Aurora	-
	Amazon RDS	-
	Azure SQL Database	-
	Google Cloud SQL	-
	IBM DB2	-
	Informix	-
	MariaDB	-
	Microsoft SQL Server	-
	MongoDB	-
	MySQL	-
	Oracle Database	-
	PostgreSQL	-
	SAP HANA	-
	SAP Sybase	-
	Other (<i>Salesforce Platform</i>)	✓

Language Support	Automatic locale detection	-
	Bidirectional language	✓
	Multilingual data	✓
	Multilingual interface	✓
	Support for new languages	✓
	UTF-8 support	✓

ROOTSTOCK SOFTWARE (continued)

Licensing Option	Proprietary license	-
	GNU General Public License	-
	End User License Agreement (EULA)	-
	Specific use license	-
	Workstation license	-
	Concurrent use license	-
	Site license	-
	Perpetual license	-
	Non-perpetual license	-
	Subscription	✓
	Other (please specify below)	-

TEC Insight Graph Position

- General: ■ *Strong*
 - Functionality: *Extended*
 - UX: *Delights*

Key Features

- Rootstock Cloud ERP is tailored to manufacturing, distribution, and supply chain industries, offering specialized solutions for sectors like aerospace, cannabusiness, and high-tech electronics

Key Advantages

- Designed with inventory, discrete manufacturing, and customer-centricity in mind
- Built on the Salesforce Platform (with all its AI, BI, collaboration features, etc.)
- Scalable for larger enterprises
- Tailored customizations and extensions enabled

Key Challenges

- A still-growing install base of a few hundred customers
- Reliance on external packages for strong global financials (e.g., Certinia)
- Might require longer setups, with workflows requiring more steps and clicks
- Pricing can be higher from bundling with Salesforce CRM



TEC INSIGHT METHODOLOGY AND EVALUATION CRITERIA

The 2025 TEC Insight Report on ERP Solutions for SMBs displays the results of an extensive analysis of data gathered from different sources, with the purpose of evaluating vendors participating in this research based on two main criteria:

- Functional capabilities (functionality): By evaluating the level of coverage of the most important capabilities an ERP solution for SMBs must include according to TEC's criteria.
- User experience (UX): By evaluating the level of satisfaction of customers or users in working with the solution to perform their work activities.

Once data was collected, TEC evaluated the level of coverage and/or satisfaction of each vendor solution according to the established functionality and user experience criteria. Further research was involved to produce an accurate profile and an analyst perspective on each solution featured in the report.

Data Collection

TEC collected data regarding each solution featured in the report by conducting surveys and researching available information online. The main sources of information were the providers of the solutions (the vendors) and the users of each solution.

Vendor/Solution Data

ERP solution vendors were invited to participate in TEC's research. The vendors that agreed to participate were required to do the following:

- Fill in a functionality questionnaire (functionality matrix) to indicate the level of coverage of their solution for each requested functionality, and review TEC's profile of their solution.
- Provide TEC with a product demo or briefing, where TEC could evaluate their ERP for SMB solution with respect to functionality and UX.

User Data

To obtain the user perspective, TEC collected functional and user experience data from more than 135 ERP software users who provided us with important third-party information regarding their experience using the solutions within the study.

TEC Data

In addition to issuing functionality questionnaires to vendors, TEC mainly collected data by evaluating the product during briefings and demos, and conducting further research.

Data Source	Method of Data Gathering	Functionality	User Experience (UX)
Vendor	Functional matrix	✓	-
	Product briefing/demo with TEC	✓	✓
User	Public survey	✓	✓
	Main software rating pages (online)	✓	✓
TEC	Internal research and evaluation efforts	✓	✓

Data Analysis Methodology

Once all the necessary data was gathered, the results from each perspective (the vendor, the user, and TEC) regarding the functionality and UX dimensions were assigned a weight by the analyst to obtain a measurement of both the level of functionality coverage and the level of quality for UX to do the following: 1) represent the results in the form of the 2025 TEC Insight Graph on ERP Solutions for SMBs, and 2) assess the results in various other ways for further analysis and commentary.

Functionality

For the 2025 TEC Insight Report on ERP Solutions for SMBs, the core functionality criteria measured include the following (see Appendix A for the full functionality criteria list included in this report):

CORE FUNCTIONALITY	
1	General Configuration and Compliance
2	General Ledger
3	Accounts Payable
4	Accounts Receivable
5	Payroll
6	Inventory

CORE FUNCTIONALITY	
7	Job and Project Costing
8	Fixed Assets
9	Sales Management
10	Budgeting
11	Connectivity, Integration, and Data Sources
12	Knowledge Management, Collaboration, and Analysis
13	Security Management
14	Manufacturing
15	Retail and Commerce
16	Portfolio and Project Management
17	Opportunity, Contact, and Contract Management
18	Time and Expense Management
19	E-Commerce

These functional categories include the ability to support organizations of all sizes (small, medium, and large enterprises), with implementations within use cases of varying complexity and technical architectures.

User Experience (UX)

The UX assessment involves users' experience with vendor/product capability to ensure desired delivery of the ERP for SMB solution, which enables clients to be successful.

For this edition of the TEC Insight Report series focusing on ERP solutions for SMBs, the core user experience criteria measured include the following (see Appendix B for the full user experience criteria list included in this report):

USER EXPERIENCE		
1	Technical	The technical perspective refers to product quality; it relates to the static and dynamic properties of the software proper.
2	Usability	Includes the attitude of a user toward the computer system and how well the software can be understood, learned, used, and liked by the user.
3	Security	Refers to the protection of system items from accidental or malicious access, use, modification, destruction, or disclosure.
4	Productivity	Productivity refers to the ratio between the value produced by the system and the labor and expense of producing it.
5	Strategy	Pertains to the degree to which the system is important or useful while supporting risk mitigation, planning, and managing.
6	Service	Service refers to the degree to which the system provider delivers reliable support, training, and product delivery.
7	Licensing	Licensing pertains to the degree to which the system provider delivers comprehensive, flexible, and reliable licensing models to fit customer demands.

More Information on the TEC Insight Graph

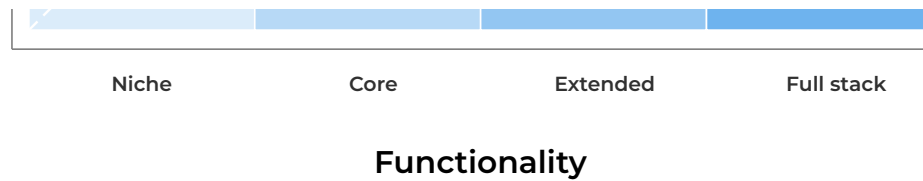
The TEC Insight Graph is intended to provide users with a straightforward view of each solution's position and capabilities. Below, we define the individual components of the TEC Insight Graph to give readers a full understanding of the results depicted therein.

Functionality Axis

The Functionality axis shows whether a specific solution aims to provide wide or narrow functionality coverage of features and capabilities, and is divided into four categories that range from offering niche to full-stack capabilities. The ranges are described as follows:

- A **niche** solution is one that shows strong functionality leaning toward solving specific business needs within its particular software market (general ledger, accounts payable, payroll, for example) rather than addressing horizontal functionality across the type of software considered.
- A **core** solution offers additional features to those of a niche solution in the form of more tools or data and system connectors.
- Solutions with **extended** functionality offer more than core and niche types of solutions, but aren't deemed a full enterprise platform in their software markets.

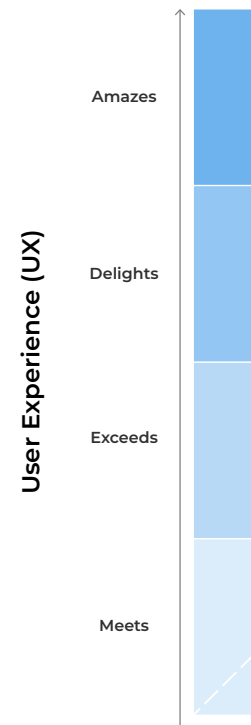
- A **full stack** solution is one that aims to offer the complete set of capabilities from its enterprise software category to fulfill all the needs users may have for performing their duties.



User Experience (UX) Axis

The UX axis reflects the collective results of user ratings on the solution's ability to provide satisfying user experiences and valuable results to the organizations using the solution. The scale is divided into four main user experience or satisfaction level values, ranging from meeting expectations to providing users with an amazing user experience. Briefly, the ranges are described as follows:

- The first category indicates that the solution **meets** user expectations, so users can perform their tasks with reliability.
- The second category goes further and indicates that a solution **exceeds** (to some degree) the expectations of most users and provides an enhanced UX as a result.
- The third category denotes that the solution not only exceeds expectations, but also **delights** a number of users in terms of its UX.
- The final category indicates the solution **amazes** users by greatly surpassing expectations and providing a perception of great value and user experience to their users and organizations.

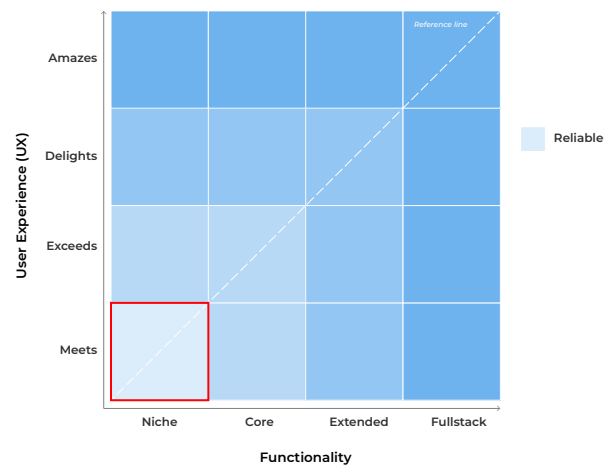
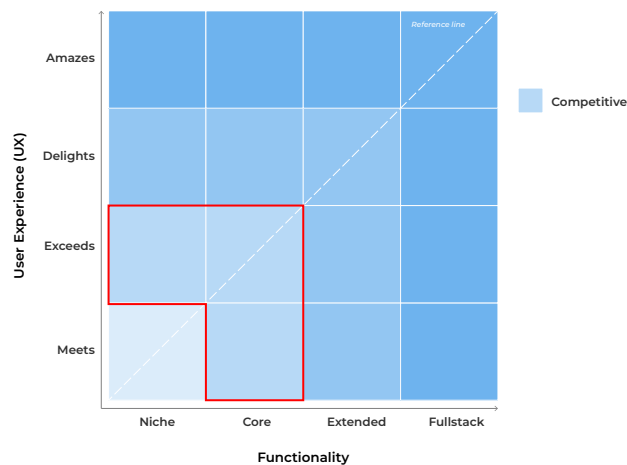
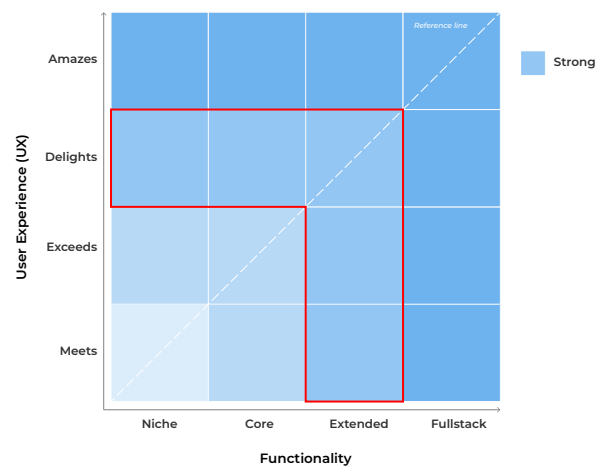
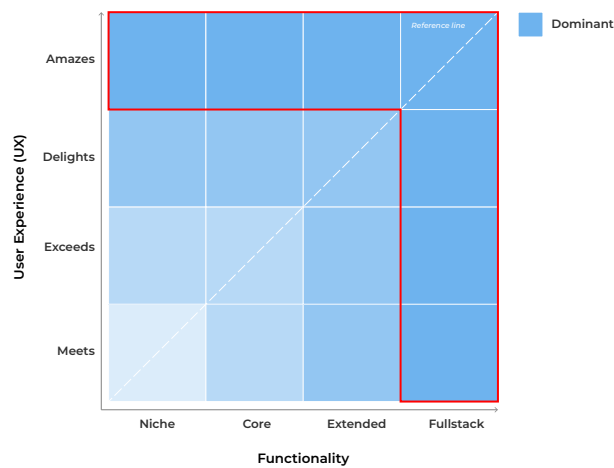


Service Levels

From the combination of both measures (functionality and UX), a position within the graph is generated for each vendor solution. This position will be located within one of four identified areas and is divided by a reference line representing an ideal solution that strikes a balance between functional coverage and UX levels. Looking at each area, from bottom to top of the graph, we can see that vendors are divided into four levels, defined as follows:

- **Reliable:** The vendor offers a solution that can be used with confidence; it is trusted or believed to perform tasks well or in the way users expect.

- **Competitive:** The solution is able to compete well within the market; it shows maturity and ability to deliver reliable functionality and more than basic user experience.
- **Strong:** The solution has distinguishable power and advantages within the market; it offers strong functional capabilities and more-than-moderate user experiences.
- **Dominant:** The solution is in a position of power; it exhibits powerful and clear functional and/or user experience advantages within its market.



OTHER TEC RESOURCES



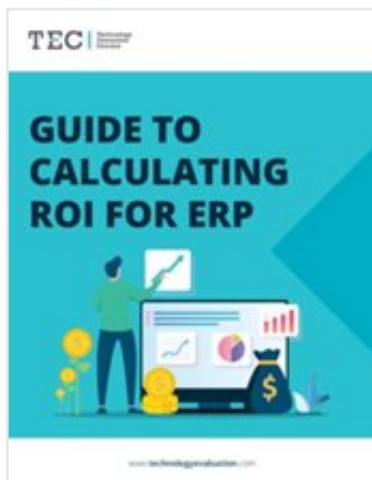
[Artificial Intelligence in Manufacturing: Enabling the Fourth Industrial Revolution](#)



[Enterprise Resource Planning Pricing Guide](#)



[Expert Tips for Negotiating Software Contracts](#)



[Guide to Calculating ROI for ERP](#)



[Top Trends Report: Analytics and BI Solutions in the Cloud](#)



[Top Trends Report: EPM Solutions in the Cloud](#)

APPENDIX A. FULL FUNCTIONALITY CRITERIA CONSIDERED FOR THE REPORT

Full functionality criteria list considered for the report:

1	General Configuration and Compliance
	Multi-Organization
	Multi-Accounting
	Multi-Currency
	Multi-Tax Processing
	Sarbanes-Oxley Compliance
	FDA Compliance
	SAS 70 Type II
	ISO 9000
	PCI Security Standard

2	General Ledger
	Chart of Accounts
	Transaction Processing
	Month and Year-End Closing
	Control Reports
	Financial Statements

3	Accounts Payable
	Vendor Master File
	Purchasing Controls
	Data Input
	Payables Analysis
	Check Writing
	Control Reports
	AP Reports

4	Accounts Receivable
	Customer Master File
	Customer Relationship Management
	Invoicing
	Debt Collection
	Control Reports
	AR Reports

5	Payroll
	Employee Files
	Human Resource Management
	Data Input and Cost Distribution
	Payroll Check Writing
	Payroll Reports

6	Inventory
	Inventory Master File
	Inventory Control/Assembly Systems
	Data Input and Cost Distribution
	Receiving Activities
	Shipping and Withdrawal Activities
	Inventory Reports

7	Job and Project Costing
	Job Initiation
	Data Input and Cost Distribution
	Job Control
	Cost Analysis and Reports
	Job Invoicing

8	Fixed Assets
	Equipment Files
	Cost Calculation and Distribution
	Reports

9	Sales Management
	Order Entry (Set Up)
	Order Receipt
	Order Tracking
	Shipping
	Invoicing
	Reports

10	Budgeting
	Budgeting (General)
	Review Process
	Construction of New Budget

11	Connectivity, Integration, and Data Sources
	Integration with Microsoft Office
	Integration with other office suites (Google, Apache Open Office, LibreOffice, etc.)
	Integration with IIoT Platforms (Google, Cisco, Salesforce, IBM Watson IoT, etc.)
	Native connectors to RFID/NFC devices
	Extensive native data source connectors (webMethods, Oracle, SAP EDI, EDI, JSON, XML, SOAP and REST)

12	Knowledge Management, Collaboration, and Analysis
	Business Intelligence and Reporting
	Document and Records Management
	Collaboration

13	Security Management
	Roles and Users
	Role Management
	User Profiles
	User Assignment Algorithms
	Timers
	Permissions and Access Control
	Security Protocols
	Encryption
14	Manufacturing
	Product Costing
	Master Production Scheduling (MPS)
	Material Requirements Planning (MRP)
	Capacity Requirements Planning (CRP)
	Shop Floor Control
	Quality Control
	Manufacturing Process Automation (MPA)
15	Retail and Commerce
	Retail and POS
	Warehouse Management System (WMS)
	Transportation Management System (TMS)
	Supplier Relationship Management (SRM)
	Inventory Management
	Purchasing Management

16	Portfolio and Project Management
	Portfolio Management
	Project Management
	Process Management
	Workflow Management
	Risk Management
	Earned Value Management

17	Opportunity, Contact, and Contract Management
	Customer Service and Support
	Contract Management and Creation
	Account and Contact Management

18	Time and Expense Management
	Time Management
	Expense Management

19	E-Commerce
	Business to Customer (B2C)
	Business to Business (B2B)
	Credit Card Processing

APPENDIX B. FULL USER EXPERIENCE CRITERIA CONSIDERED FOR THE REPORT

User Experience Questions
Technical (Functionality, reliability, efficiency, compatibility, maintainability)
How well does the software provide all the desired functions for your organization?
How well does the software maintain the level of system performance when used under your organization's desired conditions?
How well does the software provide the required performance relative to the resources used within your organization?
How well can your organization rely on the software's ability to interact with specified systems?
How well can the software system be maintained?
How well can the system be ported from one environment to another?
Usability (User satisfaction/experience, usability)
How is the attitude of users toward the system in the context of their work environment?
How well can the system be understood, learned, used, and liked by users within your organization?
Security
How well does the system provide protection from accidental or malicious access, use, modification, destruction, or disclosure?
Productivity
How do you feel about the relationship between the value produced by the system versus the labor and expense of producing it?
Strategy
How important or useful is the system to your organization's long-term key objectives?
How important or useful is the system to your organization's economical and operational risk mitigation initiatives?

User Experience Questions (continued)

Service

How would you qualify your level of satisfaction regarding service and support from the system's software provider?

Licensing

How well does the system provider deliver comprehensive, reliable, and flexible licensing models to fit your organization's demands?

Technical Innovation

How would you rate your application's technical innovation?

Business Innovation

How would you rate your application's contribution to the organization's business innovation?

APPENDIX C. FUNCTIONALITY RANKING PER VENDOR/SOLUTION

Functionality	Acumatica	Aliquo	Deacom	JobBOSS ²	M1	Infor CloudSuite	MS Dynamics	Priority	Rootstock	Sage 100	Brightpearl	Intacct	S4HANA	Syspro
1 General Configuration and Compliance														
2 General Ledger														
3 Accounts Payable														
4 Accounts Receivable														
5 Payroll														
6 Inventory														
7 Job and Project Costing														
8 Fixed Assets														
9 Sales Management														
10 Budgeting														
11 Connectivity, Integration, and Data Sources														
12 Knowledge Management, Collaboration, and Analysis														
13 Security Management														
14 Manufacturing														
15 Retail and Commerce														
16 Portfolio and Project Management														
17 Opportunity, Contact, and Contract Management														
18 Time and Expense Management														
19 E-Commerce														
Average	78	54	75	56	75	77	77	79	78	65	68	72	79	78

APPENDIX D. USER EXPERIENCE RANKING PER VENDOR/SOLUTION

UX	Acumatica	Aliquo	Deacom	JobBOSS²	M1	Infor CloudSuite	MS Dynamics	Priority	Rootstock	Sage 100	Brightpearl	Intacct	S4HANA	Syspro
1 Technical														
2 Usability														
3 Security														
4 Productivity														
5 Strategy														
6 Service														
7 Licensing														
8 Innovation														
Average	74	55	70	49	72	73	77	79	80	72	77	74	77	78

ABOUT TECHNOLOGY EVALUATION CENTERS (TEC)

Technology Evaluation Centers (TEC) is a software assessment platform provider and advisory services firm assisting organizations in making informed strategic software decisions.

With more than three decades of industry experience, a client-centric approach, and its decision support platform TECAdvisor™, TEC facilitates organizations' software selection and digital transformation initiatives, reducing the time, risks, and costs associated with software selection and implementation.

TEC offers a vast research library of software selection tools and resources and a knowledge base encompassing data on thousands of enterprise software solutions.

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