

ERP Systems Usability Index: Mid-Market

Usability scores for ERP systems are shown below. The chart highlights some of the factors which contribute to a product's overall Usability score. Ease of use, administration, and adoption data is shown in the table below.

		Ease of Admin	Ease of Use	Meets Requirements	Other Factors	Score
Q	Acumatica					8.83
SAP	SAP Business One					8.81
Sage	Sage Intacct					8.74
ORACLE NETSUITE	NetSuite					8.34
	Unanet GovCon					8.33
N	TallyPrime					8.23
SAP	SAP S/4HANA Cloud					8.22
○ TotalETO	Total ETO					8.22
mie	MIE Trak Pro					8.08
odoo	Odoo ERP					8.05
epicor.	Epicor BisTrack					7.95
SAP	SAP ByD					7.94
EPICOR	Kinetic					7.90

(ERP Systems Mid-Market Usability Index continues on next page)

 $^{* \} Products \ are \ ordered \ by \ Index \ score. \ Products \ are \ ordered \ alphabetically if two \ or \ more \ products \ have \ the \ same \ Index \ score.$

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ERP Systems Usability Index: Mid-Market (continued)

		Ease of Admin	Ease of Use	Meets Requirements	Other Factors	Score
SYSPRO	SYSPRO					7.86
priority	Priority ERP					7.83
	Dynamics NAV					7.81
infor	Infor LN					7.72
e PICOR	Epicor Eclipse					7.68
SAP	SAP					7.64
PEOPLESOFT	Oracle PeopleSoft					7.59
	IFS					7.57
\mathcal{F}	FinancialForce Financial Management ERP					7.55
Deltek	Deltek Costpoint					7.53
epicor.	Epicor Prophet 21					7.48
ORACLE E-BUSINESS SUITE	Oracle EBS					7.34
rootstock	Rootstock					7.32

(ERP Systems Mid-Market Usability Index continues on next page)

^{*} Products are ordered by Index score. Products are ordered alphabetically if two or more products have the same Index score.



ERP Systems Usability Index: Mid-Market (continued)

		Ease of Admin	Ease of Use	Meets Requirements	Other Factors	Score
•	Munis for Schools					7.31
	Microsoft Dynamics 365 Supply Chain Management					7.29
Sage	Sage 100cloud					7.15
	Microsoft Dynamics GP					7.04
infor	Infor M3					6.71
infor	Infor SyteLine / Infor CloudSuite Industrial					6.71
UNIT <mark>4</mark>	Unit4 ERP					6.62
Sage	Sage 300cloud					6.12

(ERP Systems Mid-Market Usability Index continues on next page)

^{*} Products are ordered by Index score. Products are ordered alphabetically if two or more products have the same Index score.



ERP Systems Usability Index: Mid-Market (continued)

ERP Systems Market Definition

Enterprise resource planning (ERP) systems are complete, integrated systems that manage all aspects of a production-based or distribution business, aligning financial management, human resources, supply chain management, and manufacturing or distribution with the core function of accounting. ERP systems are used to provide transparency into the entire business process by tracking all aspects of production or distribution, financials, and back office. These expansive systems act as a central hub for end-to-end workflow and data. A variety of departments can view the information recorded by ERP systems to ensure the correct procedures are taking place.

ERPs are used by manufacturing and distribution companies. Instead of using standalone products (which may not properly integrate) in each separate department, ERP systems provide cohesiveness from the beginning to end of all business processes. This assists in the expansion and growth of a company. While ERPs cover a wide range of functionality within themselves, they may integrate with CRM software and PSA software products. Users may also choose to integrate standalone products to form a unique ERP system. Others might solely select specific modules from an ERP system that are sold uniquely to best match business needs, instead of purchasing the entire suite. Some project-centric companies may run similar project-based ERP systems that do not focus on product manufacturing but still offer an end-to-end business solution.

ERP systems provide a variety of modules, and while each business has unique requirements, most ERP systems offer the following:

- Accounting features like general ledger, accounts payable/receivable, budgeting, and cash management
- Human resources (HR) functionality such as recruiting and payroll, or integration with HR and payroll solutions
- ▶ Basic sales and customer management features or integration with CRM solutions
- Functions to create different types of quotes, sales orders, and returns
- Purchasing workflows and purchase order management
- Inventory and warehouse management software including picking, packing, and shipping
- Advanced supply chain modules like demand planning and transportation management for distribution companies
- Production modules that include bill of materials (BOM), manufacturing resource planning (MRP), and quality management features for manufacturing companies
- Reporting and analytics for all the modules included in the ERP solution

Usability Index Description

A product's Usability score is calculated by a proprietary algorithm that factors in real-user satisfaction ratings for a number of use-related review questions. Software buyers can compare products in the ERP Systems category according to their Usability scores to streamline the buying process and quickly identify the most usable products based on the experiences of their peers. For sellers, media, investors, and analysts, the Index provides benchmarks for product comparison and market trend analysis.

Badges are awarded to products for: Best Usability (highest overall Usability score), Easiest to Use (highest ease of use rating), Easiest Admin (highest ease of admin score), and Best Meets Requirements (highest meets requirements score).

Products included in Mid-Market Usability Index for ERP Systems | Summer 2022 have received both a minimum of 10 reviews and 5 responses from real users for each of the use-related questions featured in our review form by May 31, 2022. These ratings may change as the products are further developed, the sellers grow, and as additional opinions are shared by users. A new Usability Index report will be issued for this category as significant data is collected.



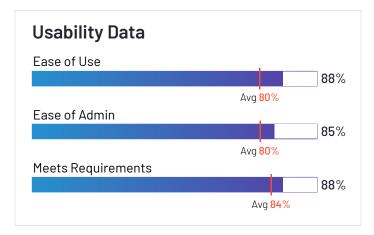


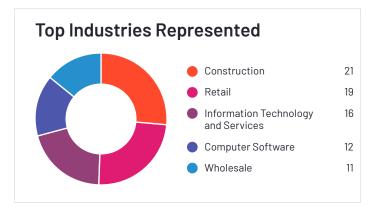
Acumatica















Ownership Acumatica



HQ Location Kirkland, Washington



Year Founded 2007



Employees (Listed On Linkedin™) 380



Company Website www.acumatica.com

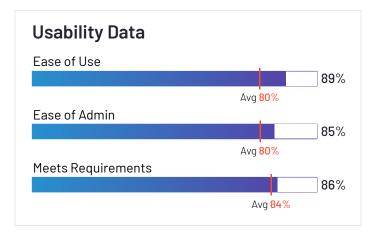


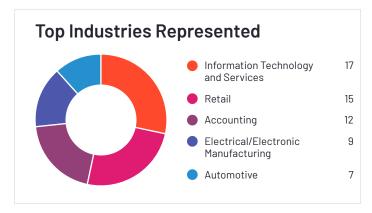


SAP Business One

4.4















HQ Location Walldorf, Germany



Year Founded 1972



Total Revenue \$27,338 (USD MM)



Employees (Listed On Linkedin™) 123513



Company Website www.sapstore.com

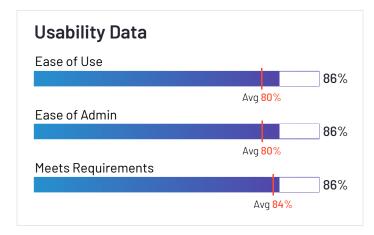


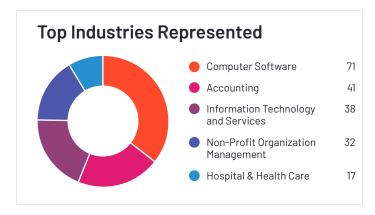


Sage Intacct

4.3 ★★★★ (1,583)















HQ LocationNewcastle, United
Kingdom



Year Founded 1981



Total Revenue \$1,903 (USD MM)



Employees (Listed On Linkedin™) 14951





Company Website www.sage.com

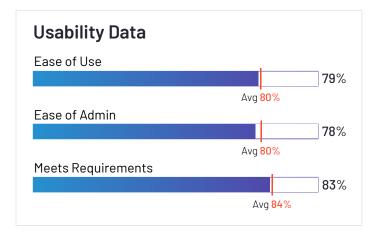


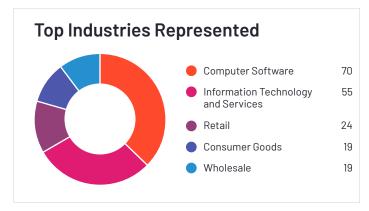


NetSuite

3.9 ★★★☆ (1,868)











Ownership Oracle



HQ LocationAustin, TX



Year Founded 1977



Total Revenue \$39,068 (USD MM)



Employees (Listed On Linkedin™) 226458



Company Website www.oracle.com



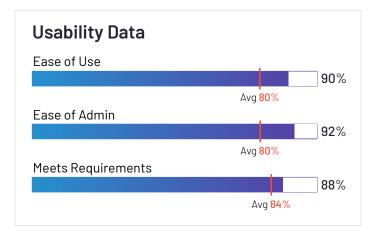


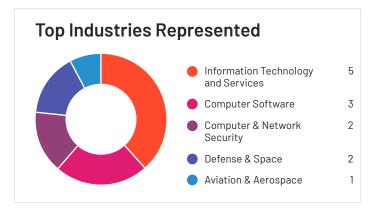
Unanet GovCon















Ownership Unanet



HQ LocationDulles, VA



Year Founded 1998



Employees (Listed On Linkedin™)
374

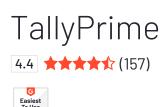
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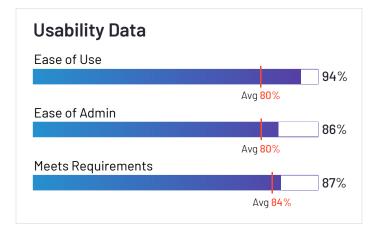
Company Website www.unanet.com

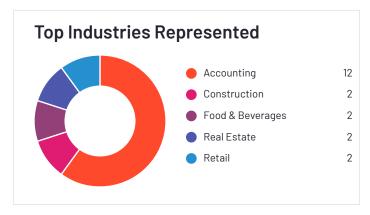




















HQ Location Bangalore, India



Year Founded 1986



Employees (Listed On Linkedin™)
2275



Company Website tallysolutions.com

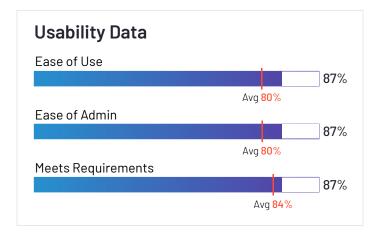


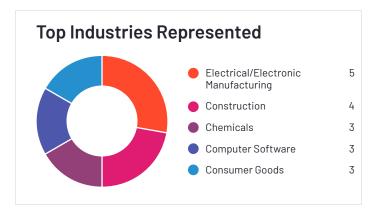


SAP S/4HANA Cloud

4.5 ★★★★ (279)















HQ LocationWalldorf, Germany



Year Founded 1972



Total Revenue \$27,338 (USD MM)



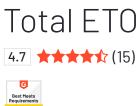
Employees (Listed On Linkedin™)
123513



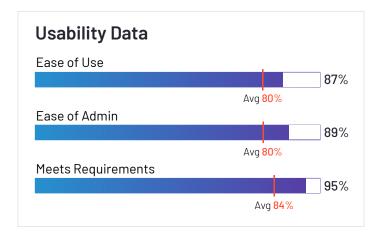
Company Website www.sapstore.com

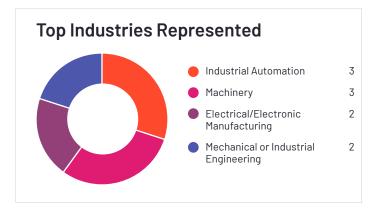




















HQ Location Oakville, Ontario



Year Founded 1998



Employees (Listed On Linkedin™) 18



Company Website totaleto.com

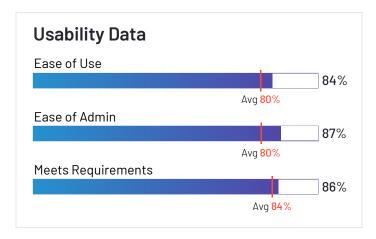


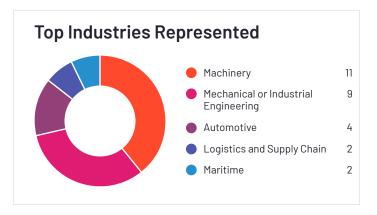


MIE Trak Pro













Ownership MIE Solutions



HQ LocationGarden Grove, CA



Year Founded 2007



Employees (Listed On Linkedin™)
53



Company Website MIE-Solutions.com

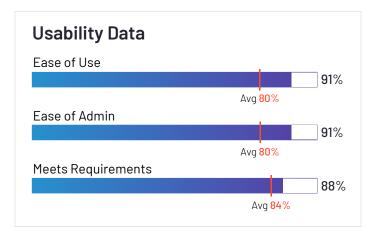


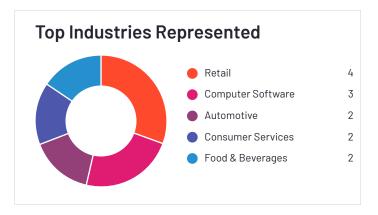


Odoo ERP

4.2 ★★★☆ (180)











Ownership Odoo



HQ Location Brussels, Belgium



Year Founded 2005



Employees (Listed Or Linkedin™) 2227

Employees (Listed On



Company Website www.odoo.com

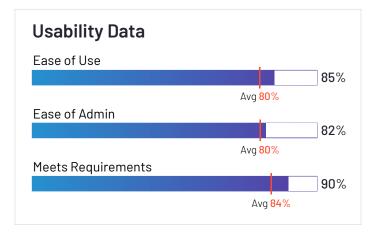


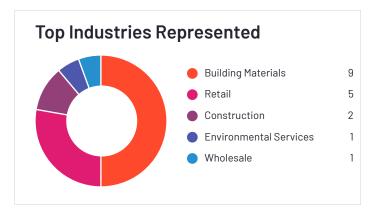


Epicor BisTrack

4.1 ★★★☆ (34)











Ownership Epicor



HQ LocationAustin, TX



Year Founded 1972



Employees (Listed On Linkedin™) 4881



Company Website www.epicor.com

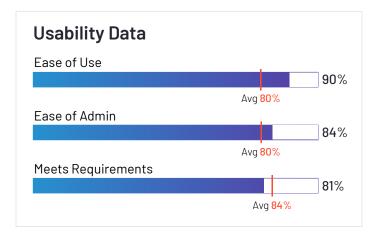


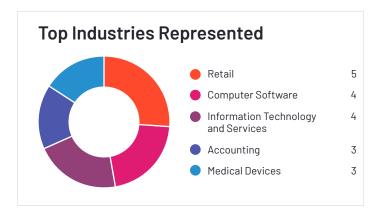


SAP Business ByDesign

4.0 ★★★☆ (178)















HQ Location Walldorf, Germany



Year Founded 1972



Total Revenue \$27,338 (USD MM)



Employees (Listed On Linkedin™) 123513



Company Website www.sapstore.com

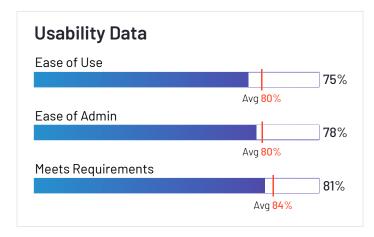


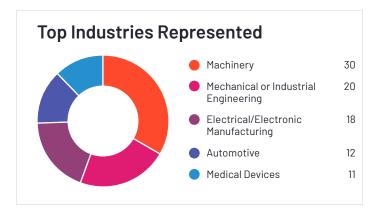


Kinetic

3.6 ★★★☆☆ (358)











Ownership Epicor



HQ LocationAustin, TX



Year Founded 1972



Employees (Listed On Linkedin™) 4881

Company Website www.epicor.com

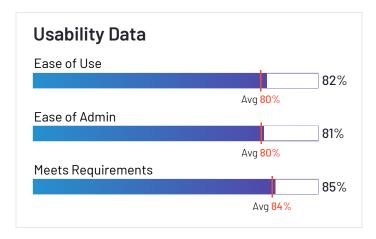


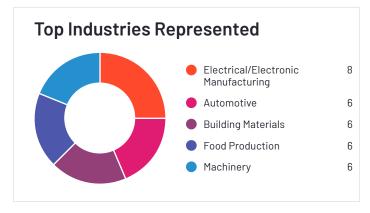
















Ownership SYSPRO



HQ LocationCosta Mesa, CA



Year Founded 1978



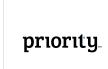
Employees (Listed On Linkedin™)

183



Company Website us.syspro.com

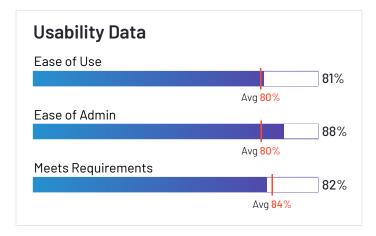


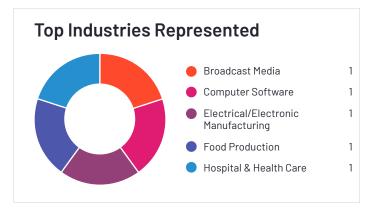


Priority ERP

4.2 ★★★☆ (24)















HQ Location Rosh HaAyin, Israel



Year Founded 1986



Employees (Listed On Linkedin™)
247



Company Website www.priority-software.com

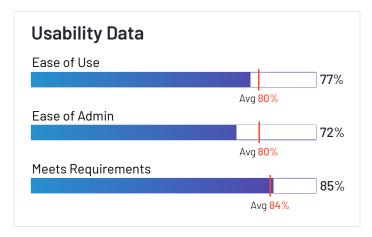


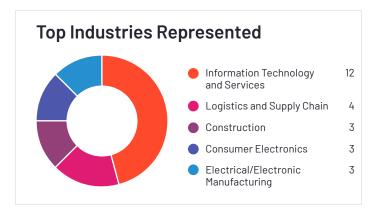


Microsoft Dynamics NAV

3.7 ★★★☆☆ (174)















HQ Location Redmond, WA



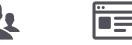
Year Founded 1975



Total Revenue \$143,015 (USD MM)



Employees (Listed On Linkedin™) 226666



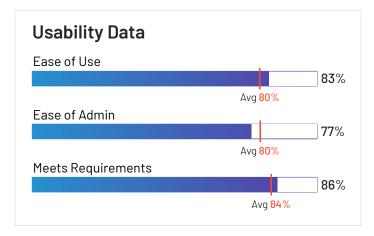
Company Website www.microsoft.com

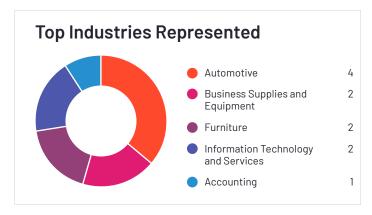
















Ownership Infor



HO Location New York, NY



Year Founded 2002



Employees (Listed On Linkedin™) 19003



Company Website www.infor.com

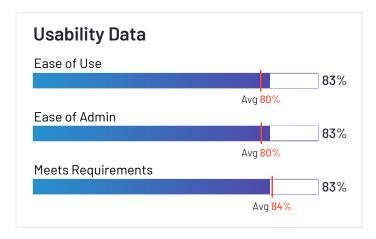


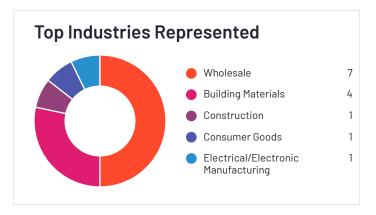


Epicor Eclipse

3.9 ★★★☆ (28)











Ownership Epicor



HQ LocationAustin, TX



Year Founded 1972



Employees (Listed On Linkedin™)
4881

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Company Website www.epicor.com

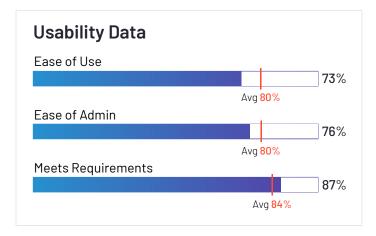


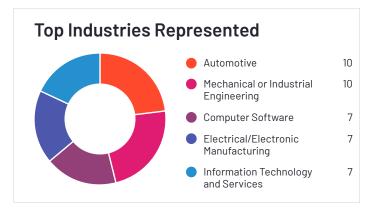




















HQ LocationWalldorf, Germany



Year Founded 1972



Total Revenue \$27,338 (USD MM)



Employees (Listed On Linkedin™) 123513





Company Website www.sapstore.com

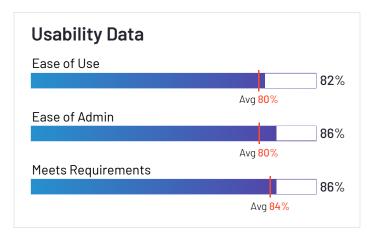


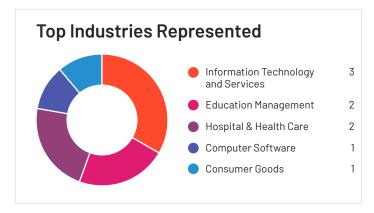


Oracle PeopleSoft

3.7 ★★★☆☆ (647)











Ownership Oracle



HQ LocationAustin, TX



Year Founded 1977



Total Revenue \$39,068 (USD MM)



Employees (Listed On Linkedin™)
226458



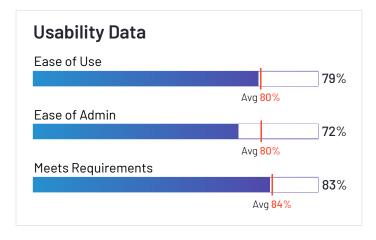
Company Website www.oracle.com

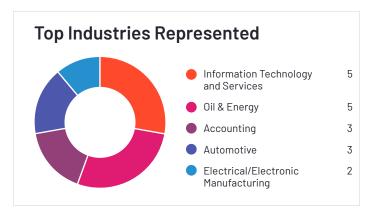
















Ownership IFS



HQ Location Linkoping, Sweden



Year Founded 1983



Employees (Listed On Linkedin™) 6200



Company Website www.ifs.com

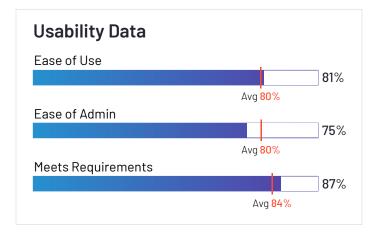


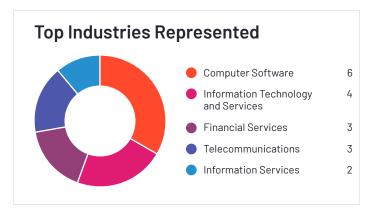


FinancialForce Financial Management ERP

3.9 ★★★☆ (364)











Ownership FinancialForce.com



HQ LocationSan Francisco, CA



Year Founded 2009



Employees (Listed On Linkedin™)
933



Company Website www.FinancialForce.com

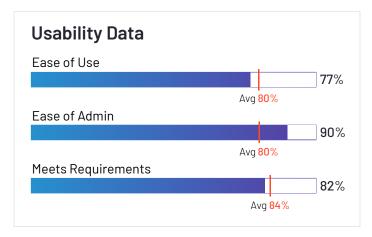


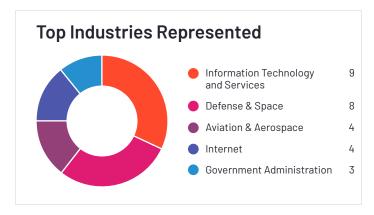


Deltek Costpoint

3.8 ★★★☆ (98)











Ownership Deltek



HQ Location Herndon, VA



Year Founded 1983



Employees (Listed On Linkedin™) 3586



Company Website www.deltek.com

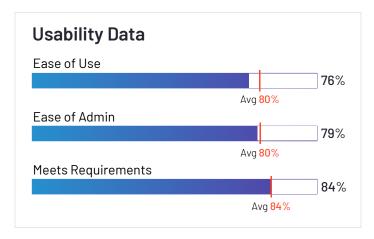


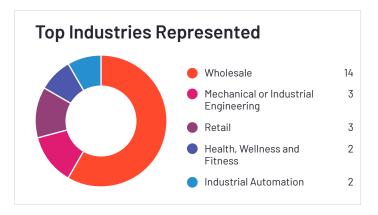


Epicor Prophet 21

3.9 ★★★☆ (88)











Ownership Epicor



HQ LocationAustin, TX



Year Founded 1972



Employees (Listed On Linkedin™) 4881

mnlovees (Lis



Company Website www.epicor.com

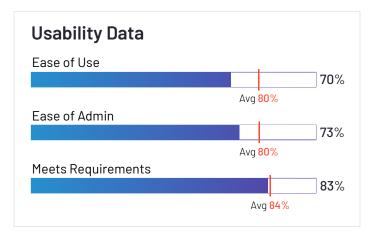


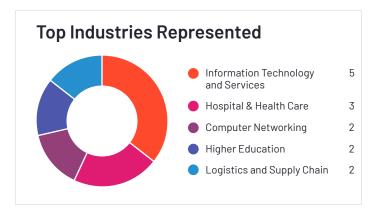


Oracle E-Business Suite

3.7 ★★★☆☆ (216)











Ownership Oracle



HQ LocationAustin, TX



Year Founded 1977



Total Revenue \$39,068 (USD MM)



Employees (Listed On Linkedin™)
226458



Company Website www.oracle.com

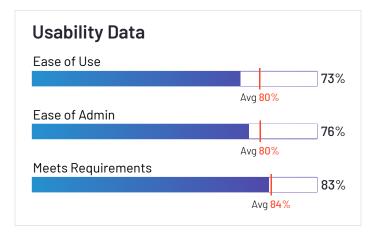


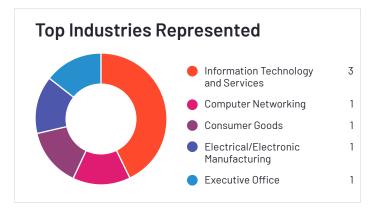


Rootstock Cloud ERP

3.6











Ownership Rootstock Software



HO Location San Ramon, CA



Year Founded 2008



Employees (Listed On Linkedin™)

112



Company Website rootstock.com

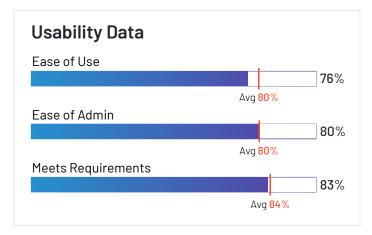


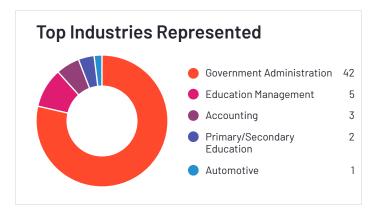


Munis for Schools

3.9 ★★★☆ (103)















HO Location Plano, TX



Year Founded 1966



Total Revenue \$1,117 (USD MM)



Employees (Listed On Linkedin™)



Company Website www.tylertech.com

5607

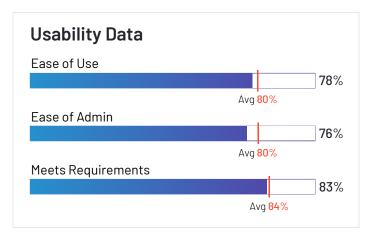


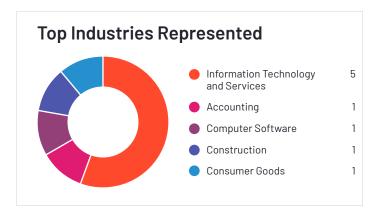


Microsoft Dynamics 365 Supply Chain Management

3.7











Ownership Microsoft



HQ Location Redmond, WA



Year Founded 1975



Total Revenue \$143,015 (USD MM)



Employees (Listed On Linkedin™) 226666



Company Website

www.microsoft.com

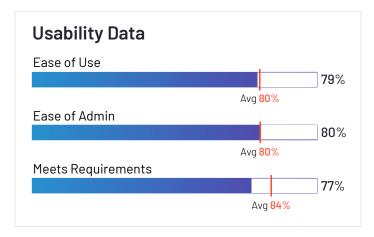


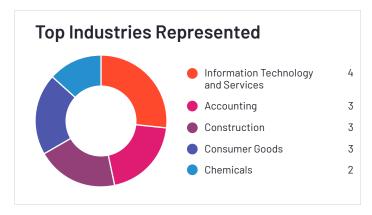


Sage 100 cloud

3.6 ★★★☆☆ (189)















HO Location Newcastle, United Kingdom



Year Founded 1981



Total Revenue \$1,903 (USD MM)



Employees (Listed On Linkedin™) 14951





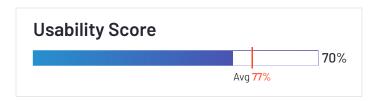
Company Website www.sage.com

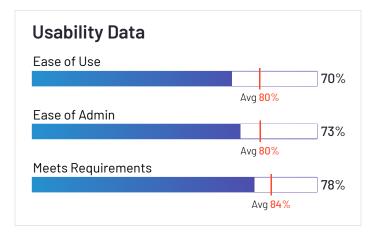


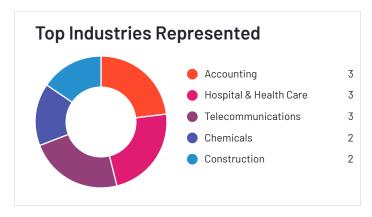


Microsoft Dynamics GP

3.6 ★★★☆☆ (253)















HQ Location Redmond, WA



Year Founded 1975



Total Revenue \$143,015 (USD MM)



Employees (Listed On Linkedin™) 226666



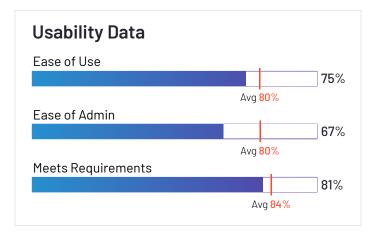
Company Website www.microsoft.com

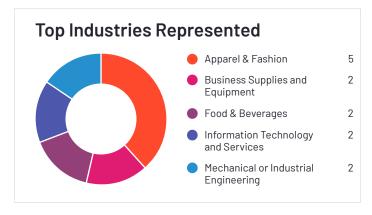
















Ownership Infor



HQ Location New York, NY



Year Founded 2002



Employees (Listed On Linkedin™) 19003



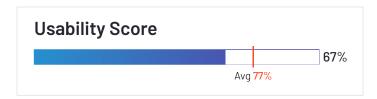
Company Website www.infor.com

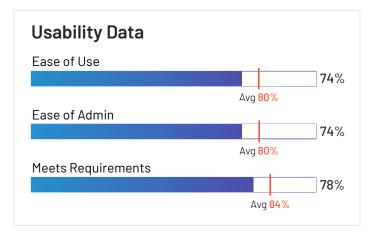


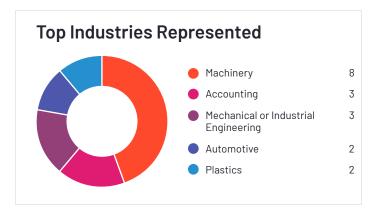


Infor SyteLine / Infor CloudSuite Industrial

3.8 ★★★☆ (48)













HQ Location New York, NY



Year Founded 2002



Employees (Listed On Linkedin™) 19003

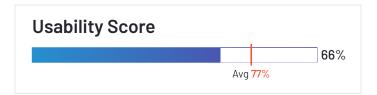


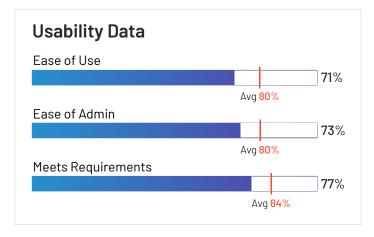
Company Website www.infor.com

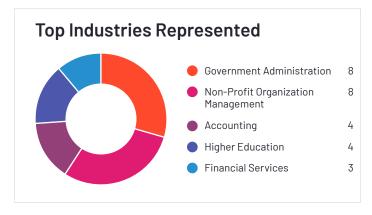




Unit4 ERP 3.7 ★★★☆ (71)











Ownership Unit4



HQ LocationUtrecht, Netherlands



Year Founded 1980



Employees (Listed Or Linkedin™) 3534





Company Website www.unit4.com

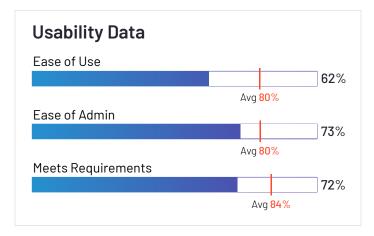


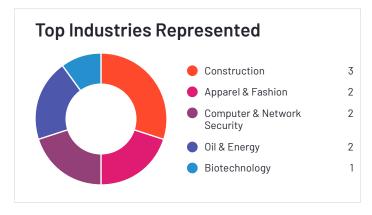


Sage 300 cloud

3.7 ★★★☆☆ (79)















HQ LocationNewcastle, United
Kingdom



Year Founded 1981



Total Revenue \$1,903 (USD MM)



Employees (Listed On Linkedin™) 14951





lin™) www.sage.com



Usability Index Methodology

Usability Index Inclusion Criteria

Products included in the Mid-Market Usability Index for ERP Systems | Summer 2022 have received a minimum of 10 reviews and 5 responses for each of the usability-related questions featured in our survey by May 31, 2022. Inviting other users, such as colleagues and peers, to join G2 and share authentic product reviews will accelerate this process and encourage the inclusion of additional products.

Segmented Index Scoring Methodology

When viewing an Index report by segment size, the same Index scoring methodology applies. However, the review data used is only from reviewers who are employed by a company within a particular company segment.

G2 uses the following definitions for company segments:

- > Small-Business Review: A review from someone who works at a company with 50 or fewer employees
- Mid-Market Review: A review from someone who works at a company with 51-1,000 employees
- ▶ Enterprise Review: A review from someone who works at a company with 1,001+ employees

Usability Scoring Methodology

G2 rates products and sellers based on reviews gathered from our user community, as well as data aggregated from online sources and social networks. We apply a unique, patent-pending algorithm to this data to calculate the product's Usability score. The Mid-Market Usability Index for ERP Systems | Summer 2022 report is based off of scores calculated using the G2 usability algorithm v1.0 from data collected through May 31, 2022. The Usability score is affected by the following (in order of importance):

- Customer satisfaction with the ease of use for each product based on reviews by G2 users
- Customer satisfaction with the ease of admin for each product based on reviews by G2 users
- Customer responses to the Meets Requirements question on G2
- ▶ User adoption percentage based on reviews and by G2 users
- The number of reviews received on G2; buyers trust a product with more reviews, and a greater number of reviews indicates a more representative and accurate reflection of the customer experience.

(Mid-Market Usability Index for ERP Systems Methodology continues on next page)



Usability Index Methodology (continued)

Categorization Methodology

Please visit G2's categorization methodology page to learn more about how products are categorized. For more in-depth information about how we refer to different types of software, please view our list of standard definitions.

Trust

Keeping our ratings unbiased is our top priority. We require the use of a LinkedIn account or verified business email address to validate a G2 user's identity and employer. We also validate users by partnering with sellers and organizations to securely authenticate users through select platforms. We do not allow users to review their current or former employers' products, or those of their employers' competitors. Additionally, all reviews are manually checked by our team after our algorithm filters out reviews that don't meet our submission requirements. All reviews must pass our moderation process before they are published.