














# 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
 <b>Acumatica</b>					8.83
 <b>SAP Business One</b>					8.81
 <b>Sage Intacct</b>					8.74
 <b>NetSuite</b>					8.34
 <b>Unanet GovCon</b>					8.33
 <b>TallyPrime</b>					8.23
 <b>SAP S/4HANA Cloud</b>					8.22
 <b>Total ETO</b>					8.22
 <b>MIE Trak Pro</b>					8.08
 <b>Odoo ERP</b>					8.05
 <b>Epicor BisTrack</b>					7.95
 <b>SAP ByD</b>					7.94
 <b>Kinetic</b>					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.

# ERP Systems Usability Index: Mid-Market (continued)









	● Ease of Admin	● Ease of Use	● Meets Requirements	● Other Factors	Score
 <b>SYSPRO</b>					7.86
 <b>Priority ERP</b>					7.83
 <b>Dynamics NAV</b>					7.81
 <b>Infor LN</b>					7.72
 <b>Epicor Eclipse</b>					7.68
 <b>SAP</b>					7.64
 <b>Oracle PeopleSoft</b>					7.59
 <b>IFS</b>					7.57
 <b>FinancialForce Financial Management ERP</b>					7.55
 <b>Deltek Costpoint</b>					7.53
 <b>Epicor Prophet 21</b>					7.48
 <b>Oracle EBS</b>					7.34
 <b>Rootstock</b>					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
 <b>Munis for Schools</b>					7.31
 <b>Microsoft Dynamics 365 Supply Chain Management</b>					7.29
 <b>Sage 100cloud</b>					7.15
 <b>Microsoft Dynamics GP</b>					7.04
 <b>Infor M3</b>					6.71
 <b>Infor SyteLine / Infor CloudSuite Industrial</b>					6.71
 <b>Unit4 ERP</b>					6.62
 <b>Sage 300cloud</b>					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

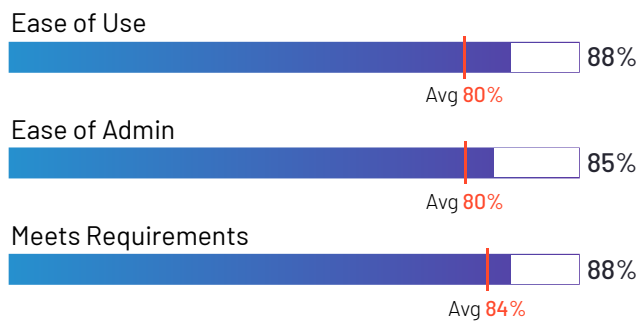
4.4 ★★★★★ (591)



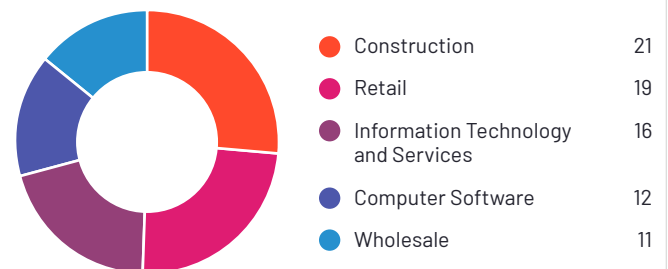
## Usability Score



## Usability Data



## Top Industries Represented



## Average User Adoption



**Ownership**  
Acumatica



**HQ Location**  
Kirkland, Washington



**Year Founded**  
2007



**Employees (Listed On LinkedIn™)**  
380



**Company Website**  
[www.acumatica.com](http://www.acumatica.com)



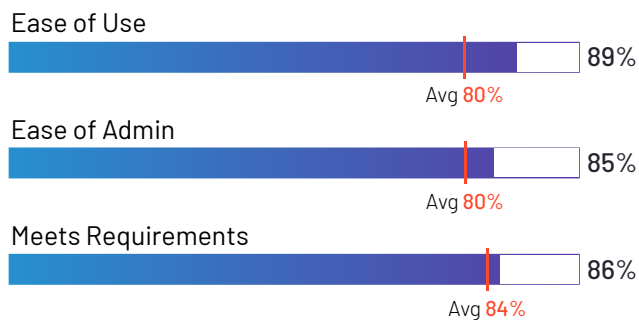
# SAP Business One

4.4 ★★★★★ (481)

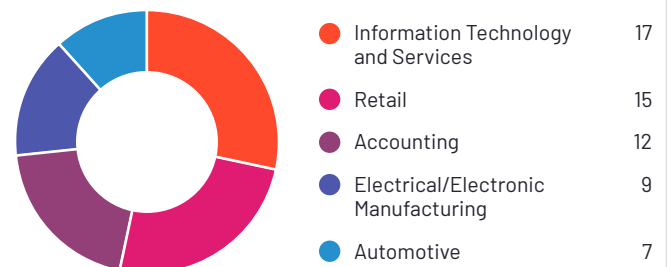
## Usability Score



## Usability Data



## Top Industries Represented



## Average User Adoption



**Ownership**  
SAP



**HQ Location**  
Walldorf, Germany



**Year Founded**  
1972



**Total Revenue**  
\$27,338 (USD MM)



**Employees (Listed On LinkedIn™)**  
123513



**Company Website**  
[www.sapstore.com](http://www.sapstore.com)



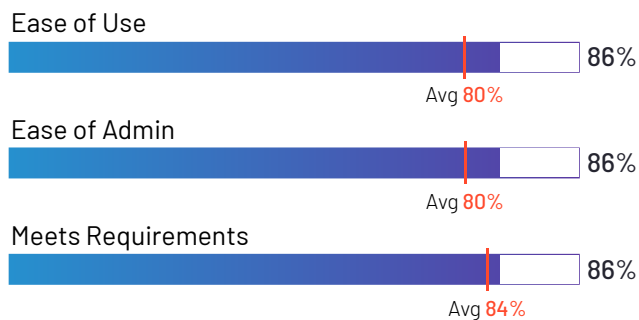
# Sage Intacct

4.3 ★★★★★ (1,583)

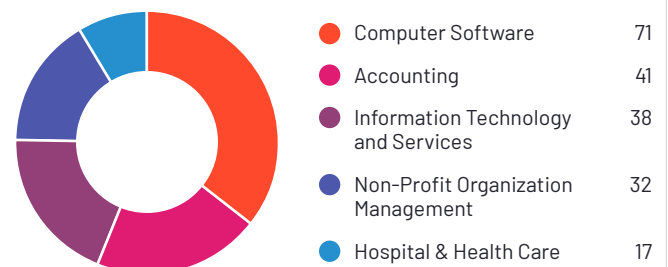
## Usability Score



## Usability Data



## Top Industries Represented



## Average User Adoption



**Ownership**  
Sage Software



**HQ Location**  
Newcastle, United Kingdom



**Year Founded**  
1981



**Total Revenue**  
\$1,903 (USD MM)



**Employees (Listed On LinkedIn™)**  
14951



**Company Website**  
[www.sage.com](http://www.sage.com)

ORACLE  
NETSUITE

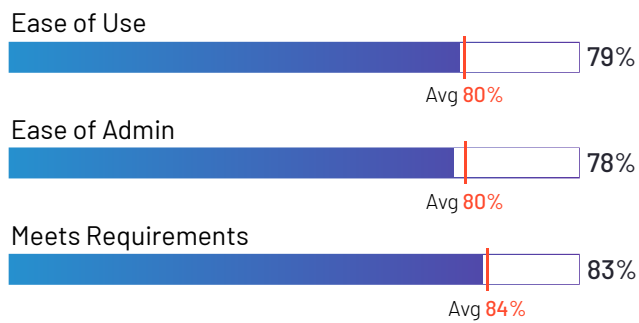
# NetSuite

3.9 ★★★★★ (1,868)

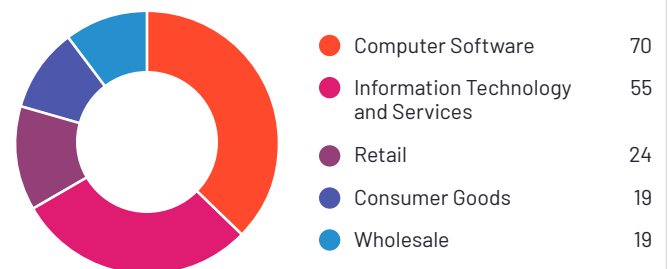
## Usability Score



## Usability Data



## Top Industries Represented



## Average User Adoption



Ownership  
Oracle



HQ Location  
Austin, TX



Year Founded  
1977



Total Revenue  
\$39,068 (USD MM)



Employees (Listed On  
LinkedIn™)  
226458



Company Website  
[www.oracle.com](http://www.oracle.com)





# Unanet GovCon

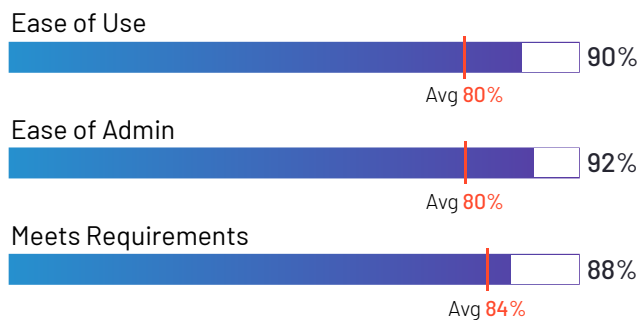
4.4 ★★★★★ (105)



## Usability Score



## Usability Data



## Top Industries Represented



## Average User Adoption



**Ownership**  
Unanet



**HQ Location**  
Dulles, VA



**Year Founded**  
1998



**Employees (Listed On LinkedIn™)**  
374



**Company Website**  
[www.unanet.com](http://www.unanet.com)



# TallyPrime

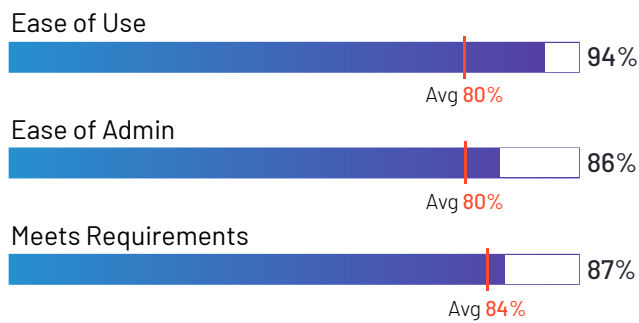
4.4 ★★★★★ (157)



## Usability Score



## Usability Data



## Top Industries Represented



## Average User Adoption



**Ownership**  
Tally Solutions



**HQ Location**  
Bangalore, India



**Year Founded**  
1986



**Employees (Listed On LinkedIn™)**  
2275



**Company Website**  
[tallysolutions.com](https://tallysolutions.com)



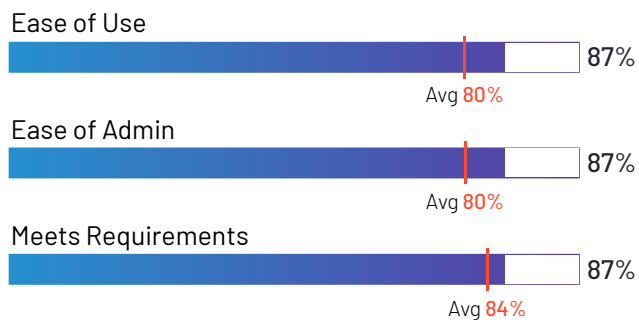
# SAP S/4HANA Cloud

4.5 ★★★★★ (279)

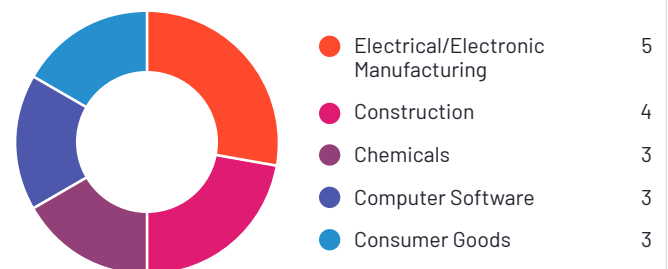
## Usability Score



## Usability Data



## Top Industries Represented



## Average User Adoption



**Ownership**  
SAP



**HQ Location**  
Walldorf, Germany



**Year Founded**  
1972



**Total Revenue**  
\$27,338 (USD MM)



**Employees (Listed On LinkedIn™)**  
123513



**Company Website**  
[www.sapstore.com](http://www.sapstore.com)



## Total ETO

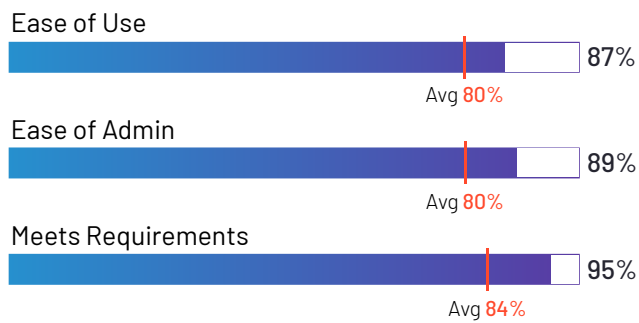
4.7 ★★★★★ (15)



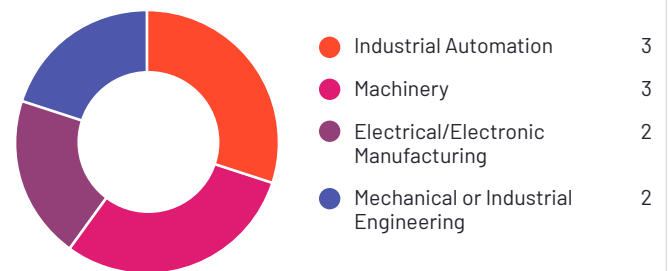
### Usability Score



### Usability Data



### Top Industries Represented



### Average User Adoption



**Ownership**  
Total ETO



**HQ Location**  
Oakville, Ontario



**Year Founded**  
1998



**Employees (Listed On LinkedIn™)**  
18



**Company Website**  
[totaleto.com](https://totaleto.com)



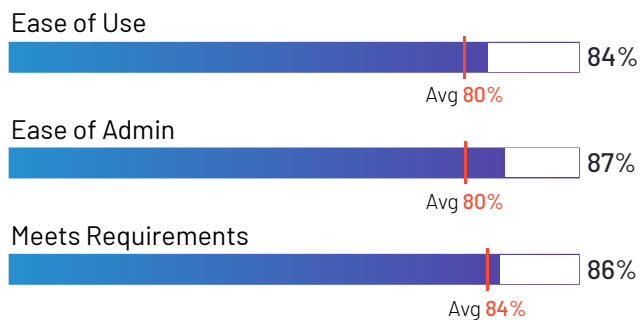
# MIE Trak Pro

4.3 ★★★★★ (95)

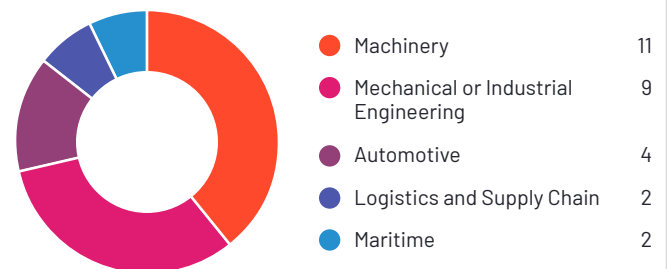
## Usability Score



## Usability Data



## Top Industries Represented



## Average User Adoption



**Ownership**  
MIE Solutions



**HQ Location**  
Garden Grove, CA



**Year Founded**  
2007



**Employees (Listed On LinkedIn™)**  
53



**Company Website**  
[MIE-Solutions.com](https://MIE-Solutions.com)



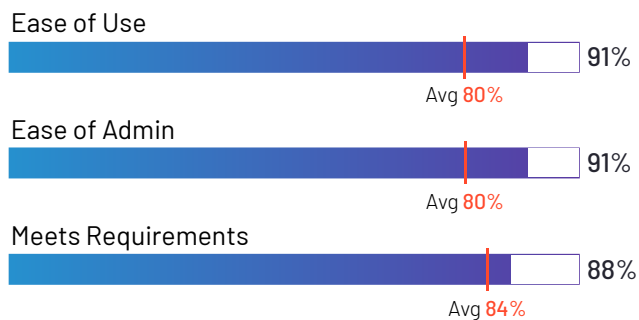
# Odoo ERP

4.2 ★★★★★ (180)

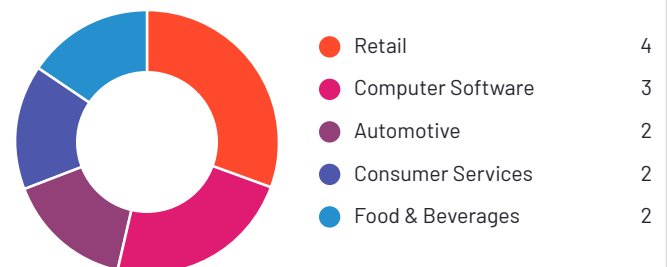
## Usability Score



## Usability Data



## Top Industries Represented



## Average User Adoption



**Ownership**  
Odoo



**HQ Location**  
Brussels, Belgium



**Year Founded**  
2005



**Employees (Listed On LinkedIn™)**  
2227



**Company Website**  
[www.odoo.com](http://www.odoo.com)

EPICOR

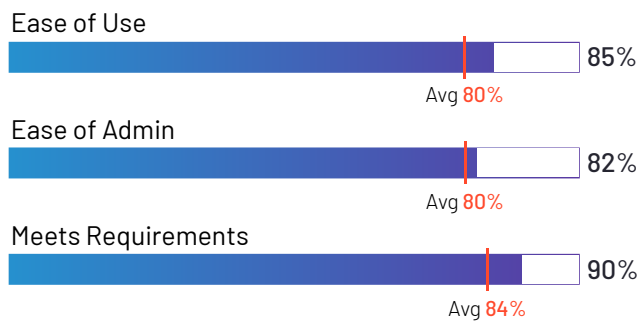
## Epicor BisTrack

4.1 ★★★★★ (34)

## Usability Score



## Usability Data



## Top Industries Represented



## Average User Adoption



**Ownership**  
Epicor



**HQ Location**  
Austin, TX



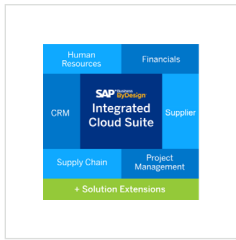
**Year Founded**  
1972



**Employees (Listed On LinkedIn™)**  
4881



**Company Website**  
[www.epicor.com](http://www.epicor.com)



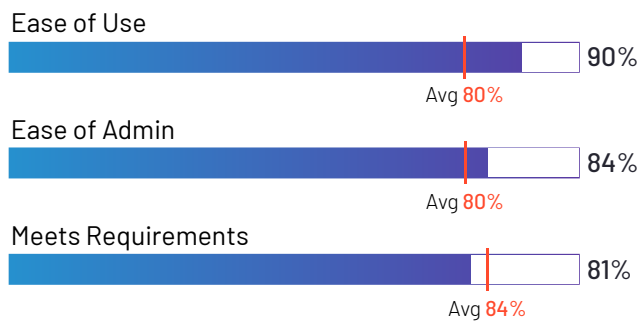
# SAP Business ByDesign

4.0 ★★★★★ (178)

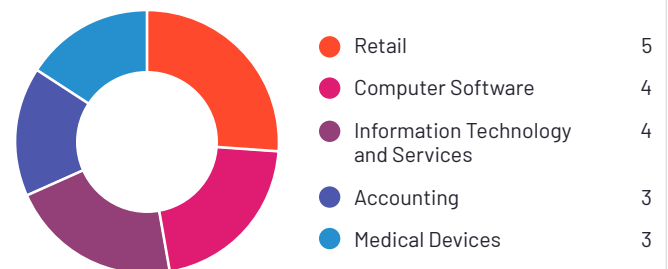
## Usability Score



## Usability Data



## Top Industries Represented



## Average User Adoption



**Ownership**  
SAP



**HQ Location**  
Walldorf, Germany



**Year Founded**  
1972



**Total Revenue**  
\$27,338 (USD MM)



**Employees (Listed On LinkedIn™)**  
123513



**Company Website**  
[www.sapstore.com](http://www.sapstore.com)



EPICOR

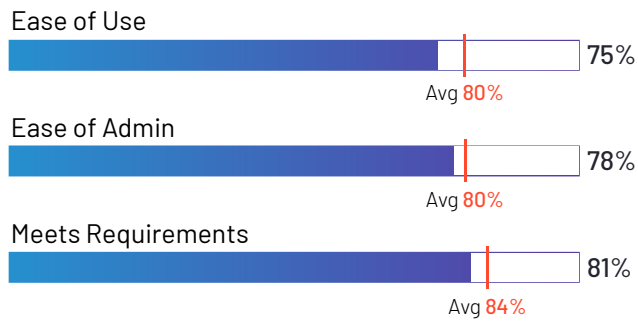
## Kinetic

3.6 ★★★★★ (358)

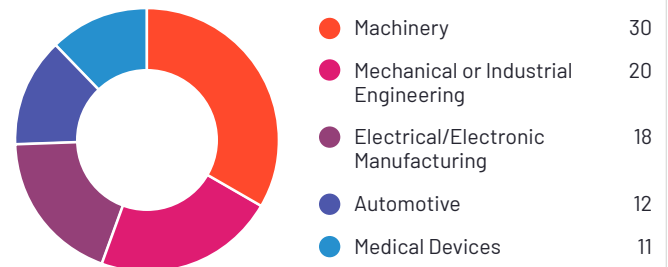
## Usability Score



## Usability Data



## Top Industries Represented



## Average User Adoption



**Ownership**  
Epicor



**HQ Location**  
Austin, TX



**Year Founded**  
1972



**Employees (Listed On LinkedIn™)**  
4881



**Company Website**  
[www.epicor.com](http://www.epicor.com)



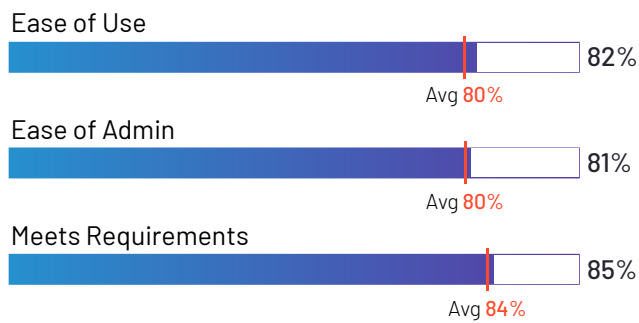
## SYSPRO

4.1 ★★★★★ (184)

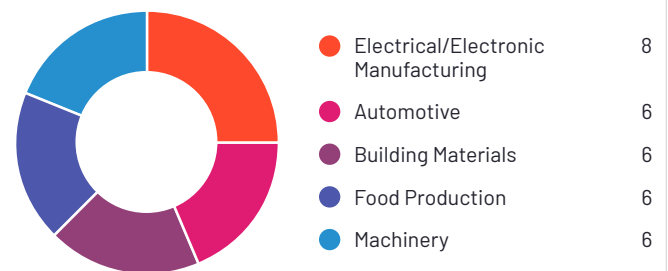
## Usability Score



## Usability Data



## Top Industries Represented



## Average User Adoption



**Ownership**  
SYSPRO



**HQ Location**  
Costa Mesa, CA



**Year Founded**  
1978



**Employees (Listed On LinkedIn™)**  
183



**Company Website**  
[us.syspro.com](https://us.syspro.com)

priority

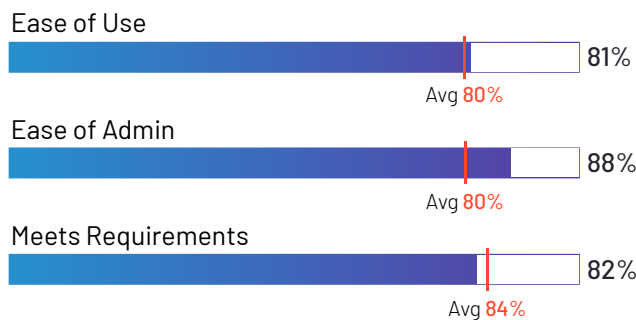
# Priority ERP

4.2 ★★★★★ (24)

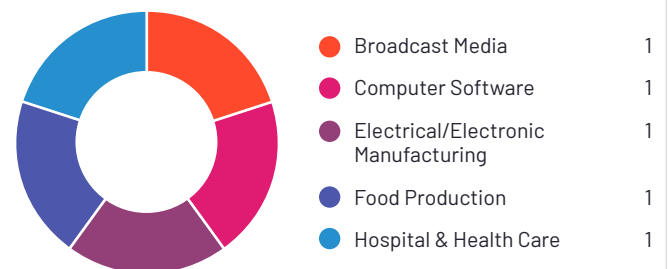
## Usability Score



## Usability Data



## Top Industries Represented



## Average User Adoption



**Ownership**  
Priority Software



**HQ Location**  
Rosh HaAyin, Israel



**Year Founded**  
1986



**Employees (Listed On LinkedIn™)**  
247



**Company Website**  
[www.priority-software.com](http://www.priority-software.com)



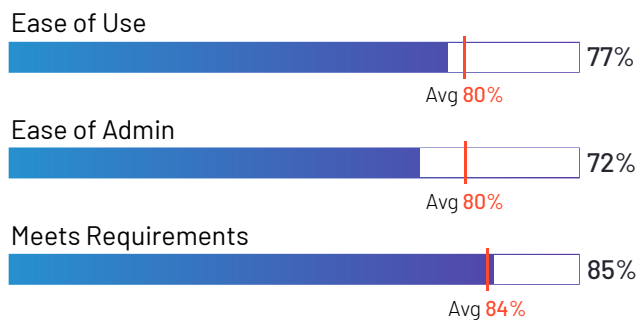
# Microsoft Dynamics NAV

3.7 ★★★★★ (174)

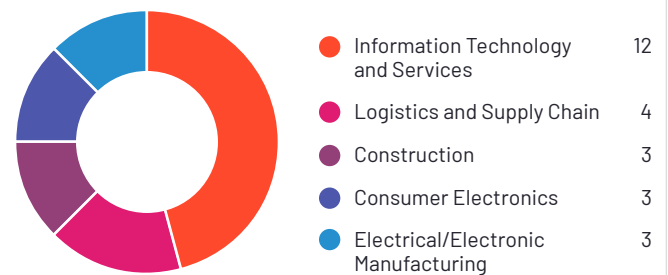
## Usability Score



## Usability Data



## Top Industries Represented



## Average User Adoption



**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](http://www.microsoft.com)



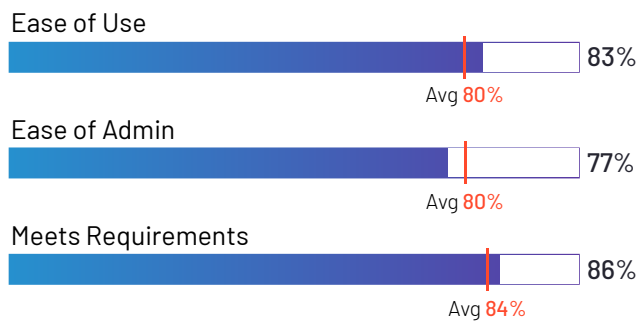
# Infor LN

4.0 ★★★★★ (86)

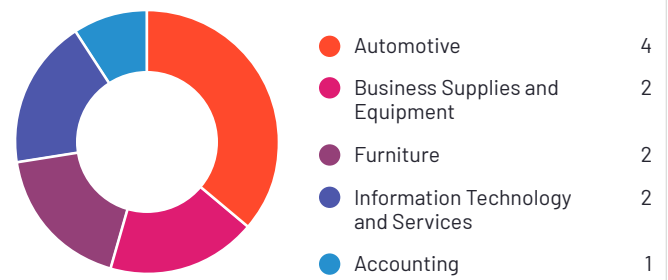
## Usability Score



## Usability Data



## Top Industries Represented



## Average User Adoption



**Ownership**  
Infor



**HQ Location**  
New York, NY



**Year Founded**  
2002



**Employees (Listed On LinkedIn™)**  
19003



**Company Website**  
[www.infor.com](http://www.infor.com)

EPICOR

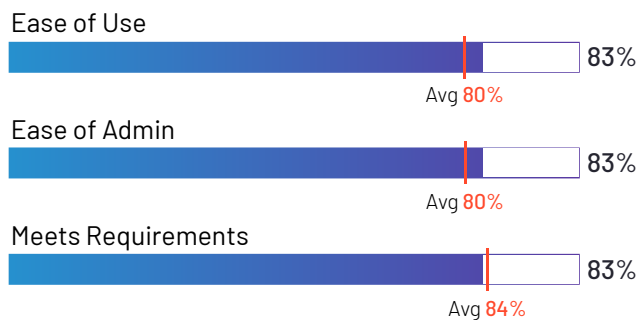
## Epicor Eclipse

3.9 ★★★★★☆ (28)

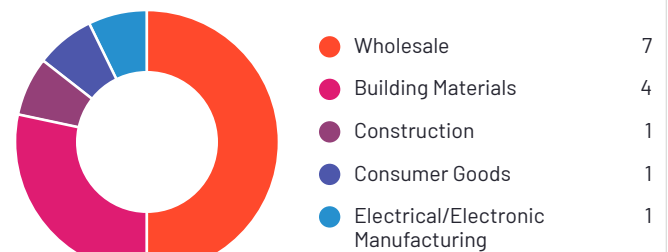
## Usability Score



## Usability Data



## Top Industries Represented



## Average User Adoption



**Ownership**  
Epicor



**HQ Location**  
Austin, TX



**Year Founded**  
1972



**Employees (Listed On LinkedIn™)**  
4881



**Company Website**  
[www.epicor.com](http://www.epicor.com)



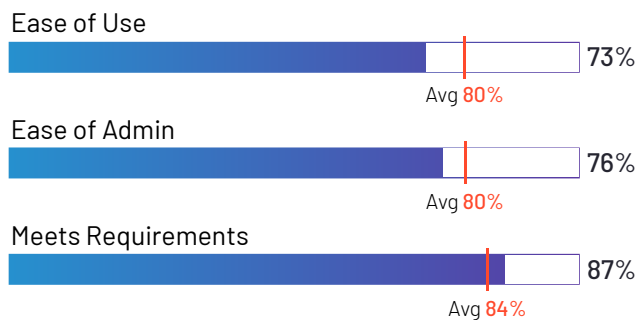
# SAP ERP

4.1 ★★★★★ (708)

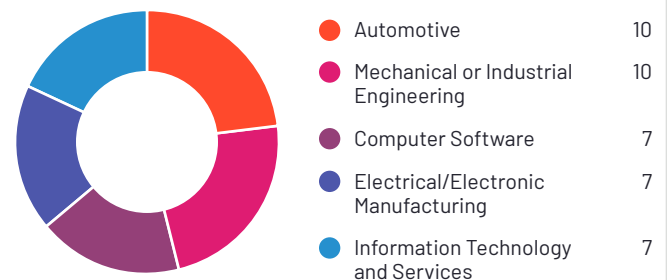
## Usability Score



## Usability Data



## Top Industries Represented



## Average User Adoption



**Ownership**  
SAP



**HQ Location**  
Walldorf, Germany



**Year Founded**  
1972



**Total Revenue**  
\$27,338 (USD MM)



**Employees (Listed On LinkedIn™)**  
123513



**Company Website**  
[www.sapstore.com](http://www.sapstore.com)



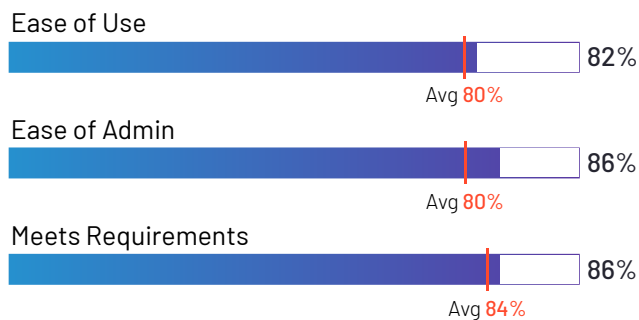
# Oracle PeopleSoft

3.7 ★★★★★ (647)

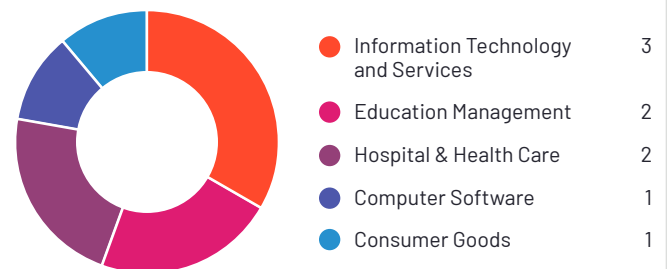
## Usability Score



## Usability Data



## Top Industries Represented



## Average User Adoption



**Ownership**  
Oracle



**HQ Location**  
Austin, TX



**Year Founded**  
1977



**Total Revenue**  
\$39,068 (USD MM)



**Employees (Listed On LinkedIn™)**  
226458



**Company Website**  
[www.oracle.com](http://www.oracle.com)





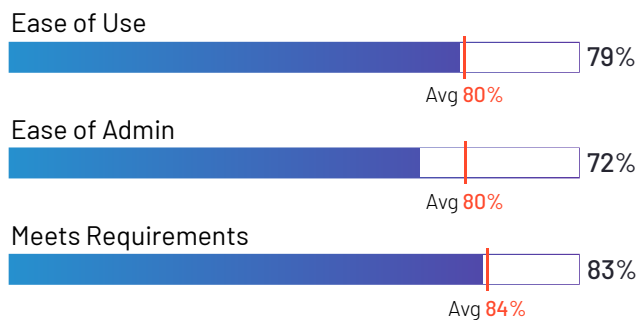
IFS

4.1 ★★★★★ (116)

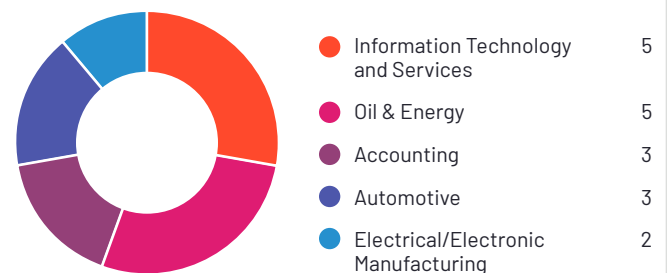
### Usability Score



### Usability Data



### Top Industries Represented



### Average User Adoption



**Ownership**  
IFS



**HQ Location**  
Linköping, Sweden



**Year Founded**  
1983



**Employees (Listed On LinkedIn™)**  
6200



**Company Website**  
[www.ifs.com](http://www.ifs.com)



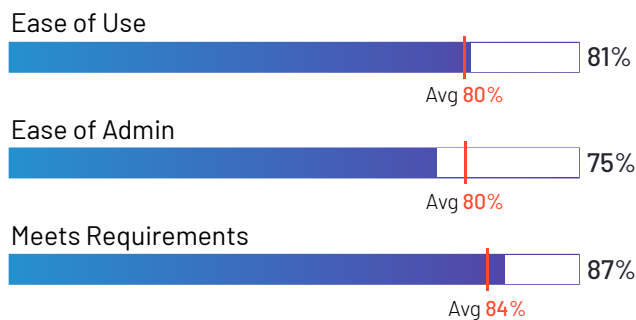
# FinancialForce Financial Management ERP

3.9 ★★★★★ (364)

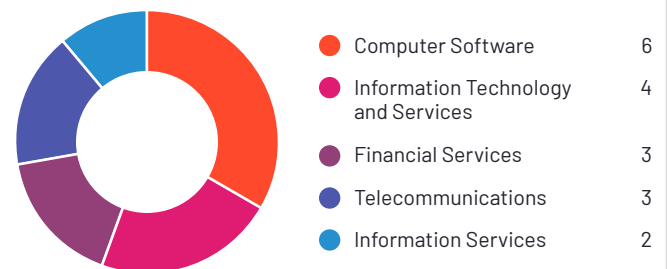
## Usability Score



## Usability Data



## Top Industries Represented



## Average User Adoption



**Ownership**  
FinancialForce.com



**HQ Location**  
San Francisco, CA



**Year Founded**  
2009



**Employees (Listed On LinkedIn™)**  
933



**Company Website**  
[www.FinancialForce.com](http://www.FinancialForce.com)

Deltek

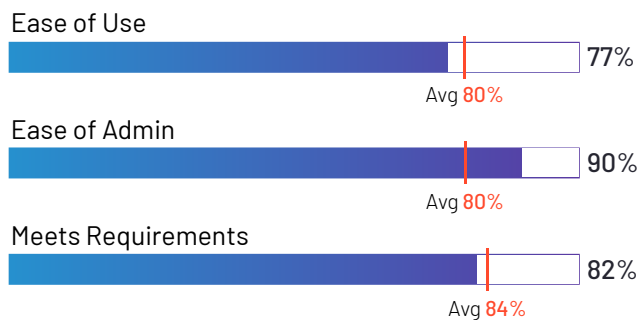
# Deltek Costpoint

3.8 ★★★★★ (98)

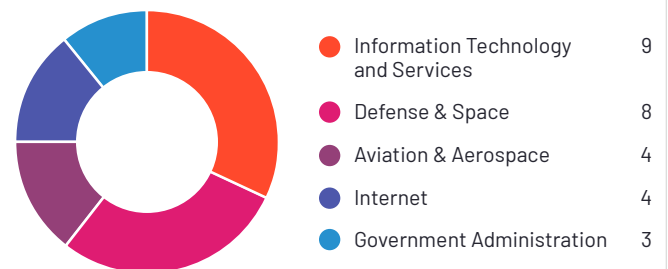
## Usability Score



## Usability Data



## Top Industries Represented



## Average User Adoption



**Ownership**  
Deltek



**HQ Location**  
Herndon, VA



**Year Founded**  
1983



**Employees (Listed On LinkedIn™)**  
3586



**Company Website**  
[www.deltek.com](http://www.deltek.com)

EPICOR

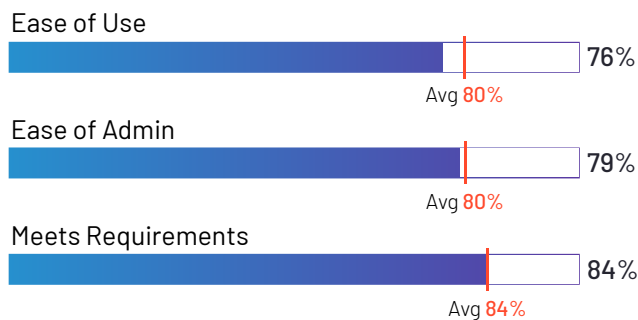
## Epicor Prophet 21

3.9 ★★★★★ (88)

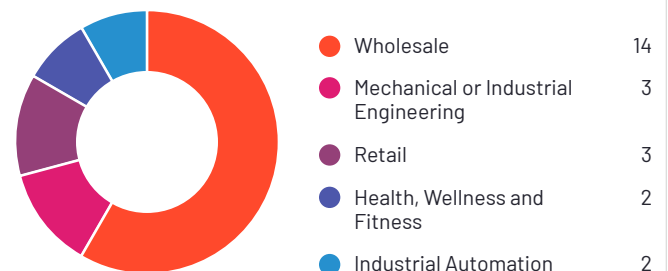
## Usability Score



## Usability Data



## Top Industries Represented



## Average User Adoption



**Ownership**  
Epicor



**HQ Location**  
Austin, TX



**Year Founded**  
1972



**Employees (Listed On LinkedIn™)**  
4881



**Company Website**  
[www.epicor.com](http://www.epicor.com)

ORACLE  
E-BUSINESS SUITE

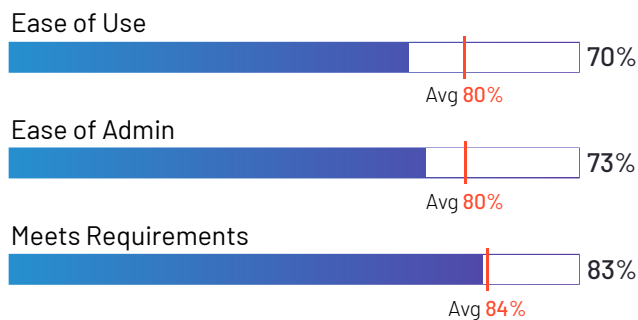
# Oracle E-Business Suite

3.7 ★★★★★ (216)

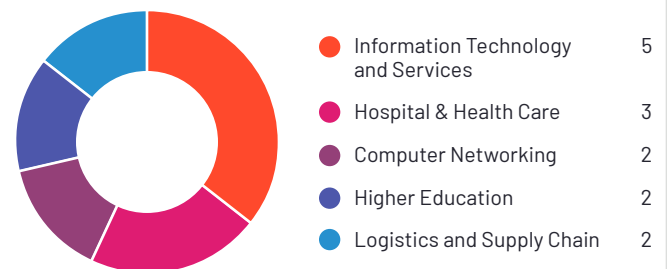
## Usability Score



## Usability Data



## Top Industries Represented



## Average User Adoption



**Ownership**  
Oracle



**HQ Location**  
Austin, TX



**Year Founded**  
1977



**Total Revenue**  
\$39,068 (USD MM)



**Employees (Listed On LinkedIn™)**  
226458



**Company Website**  
[www.oracle.com](http://www.oracle.com)



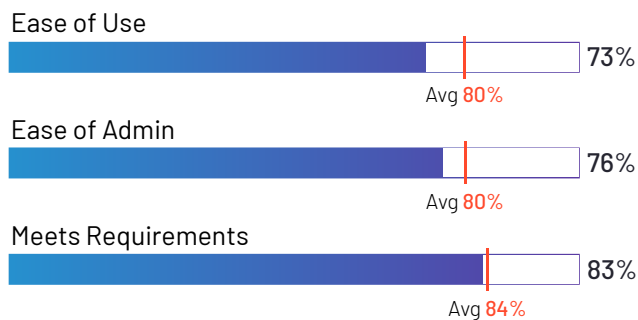
# Rootstock Cloud ERP

3.6 ★★★★★ (38)

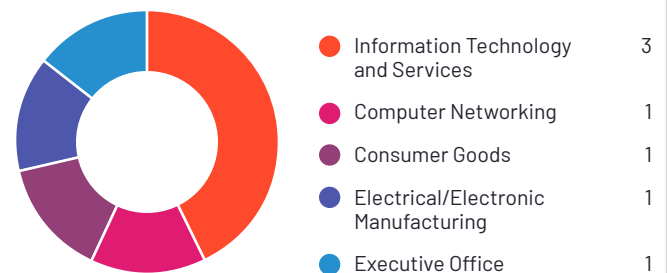
## Usability Score



## Usability Data



## Top Industries Represented



## Average User Adoption



**Ownership**  
Rootstock  
Software



**HQ Location**  
San Ramon, CA



**Year Founded**  
2008



**Employees (Listed On  
LinkedIn™)**  
112



**Company Website**  
[rootstock.com](https://rootstock.com)



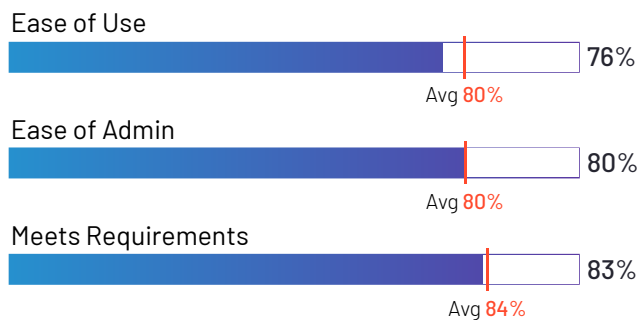
# Munis for Schools

3.9 ★★★★★ (103)

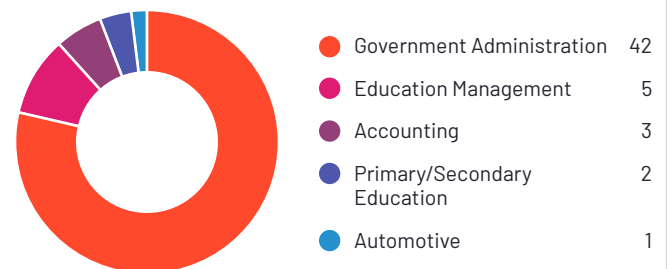
## Usability Score



## Usability Data



## Top Industries Represented



## Average User Adoption



**Ownership**  
Tyler Technologies



**HQ Location**  
Plano, TX



**Year Founded**  
1966



**Total Revenue**  
\$1,117 (USD MM)



**Employees (Listed On LinkedIn™)**  
5607



**Company Website**  
[www.tylertech.com](http://www.tylertech.com)



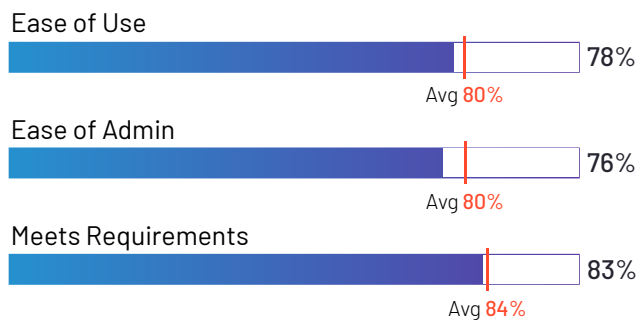
# Microsoft Dynamics 365 Supply Chain Management

3.7 ★★★★★ (99)

## Usability Score



## Usability Data



## Top Industries Represented



## Average User Adoption



**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](http://www.microsoft.com)





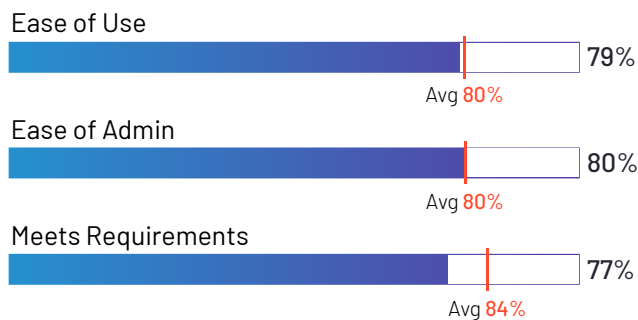
# Sage 100cloud

3.6 ★★★★★ (189)

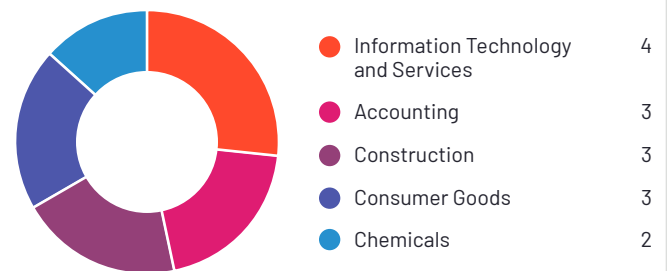
## Usability Score



## Usability Data



## Top Industries Represented



## Average User Adoption



**Ownership**  
Sage Software



**HQ Location**  
Newcastle, United Kingdom



**Year Founded**  
1981



**Total Revenue**  
\$1,903 (USD MM)



**Employees (Listed On LinkedIn™)**  
14951



**Company Website**  
[www.sage.com](http://www.sage.com)



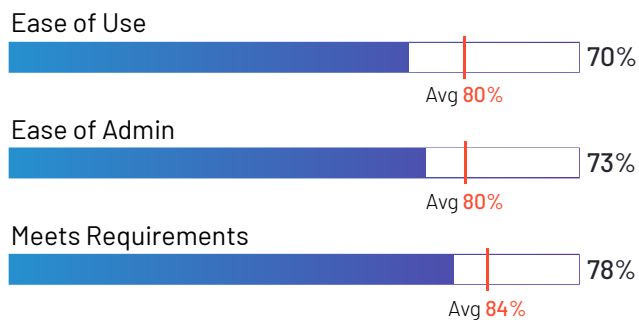
# Microsoft Dynamics GP

3.6 ★★★★★ (253)

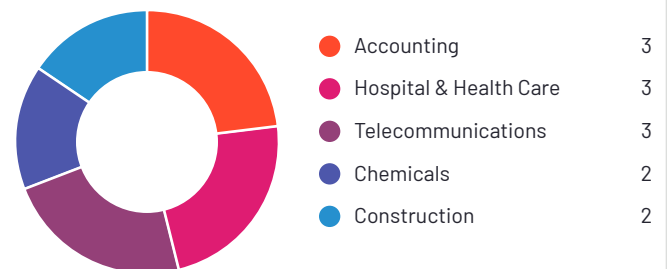
## Usability Score



## Usability Data



## Top Industries Represented



## Average User Adoption



**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](http://www.microsoft.com)



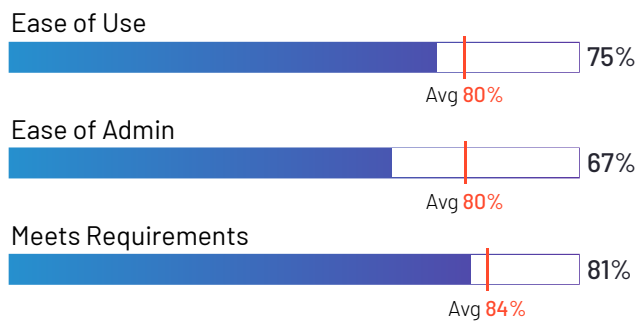
## Infor M3

3.8 ★★★★★ (115)

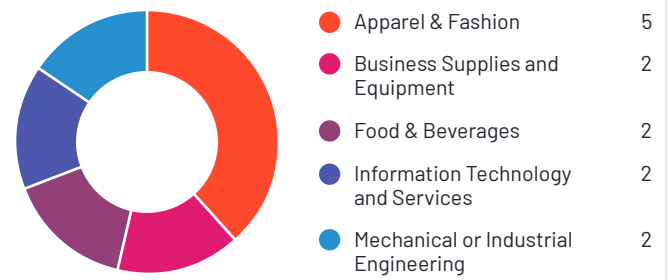
### Usability Score



### Usability Data



### Top Industries Represented



### Average User Adoption



**Ownership**  
Infor



**HQ Location**  
New York, NY



**Year Founded**  
2002



**Employees (Listed On LinkedIn™)**  
19003



**Company Website**  
[www.infor.com](http://www.infor.com)



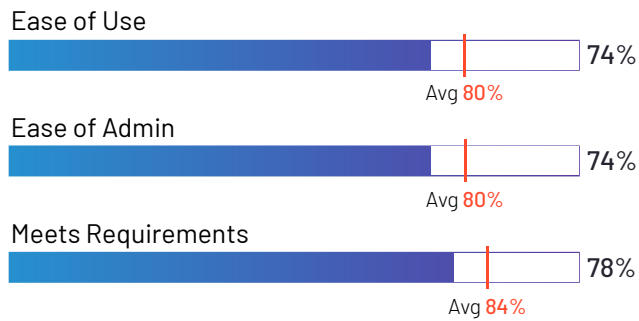
# Infor SyteLine / Infor CloudSuite Industrial

3.8 ★★★★★ (48)

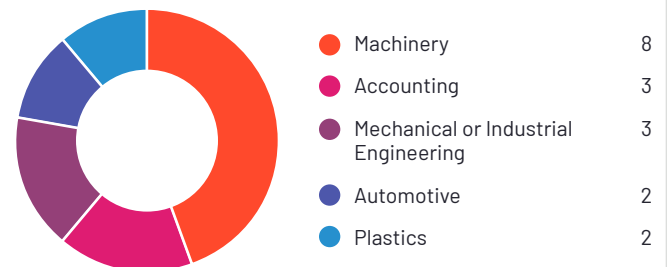
## Usability Score



## Usability Data



## Top Industries Represented



## Average User Adoption



**Ownership**  
Infor



**HQ Location**  
New York, NY



**Year Founded**  
2002



**Employees (Listed On LinkedIn™)**  
19003



**Company Website**  
[www.infor.com](http://www.infor.com)

UNIT4

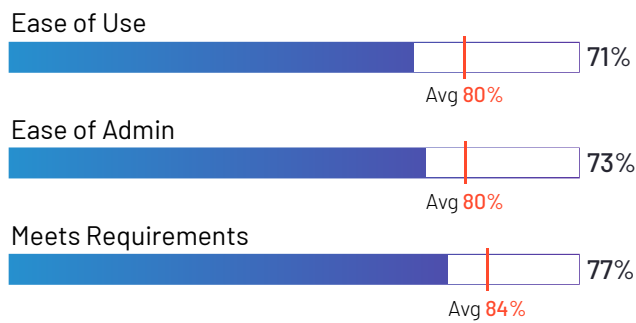
## Unit4 ERP

3.7 ★★★★★ (71)

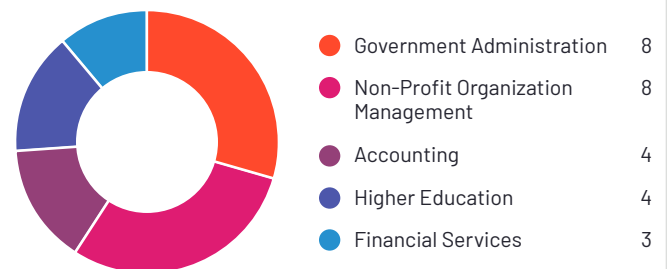
## Usability Score



## Usability Data



## Top Industries Represented



## Average User Adoption



**Ownership**  
Unit4



**HQ Location**  
Utrecht, Netherlands



**Year Founded**  
1980



**Employees (Listed On LinkedIn™)**  
3534



**Company Website**  
[www.unit4.com](http://www.unit4.com)



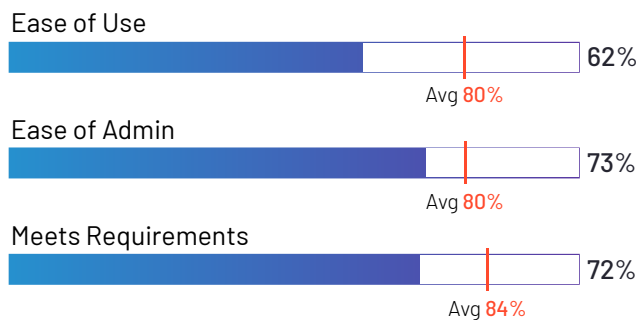
# Sage 300cloud

3.7 ★★★★★ (79)

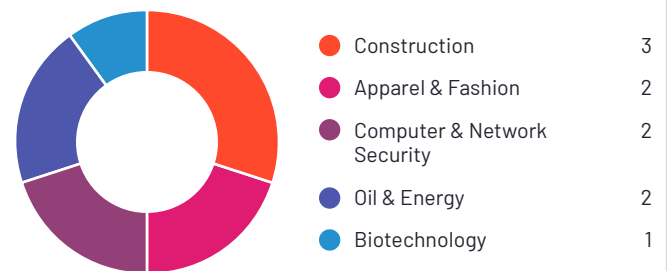
## Usability Score



## Usability Data



## Top Industries Represented



## Average User Adoption



**Ownership**  
Sage Software



**HQ Location**  
Newcastle, United Kingdom



**Year Founded**  
1981



**Total Revenue**  
\$1,903 (USD MM)



**Employees (Listed On LinkedIn™)**  
14951



**Company Website**  
[www.sage.com](http://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.