

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

ERP Systems Usability Index: Mid-Market (continued)

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

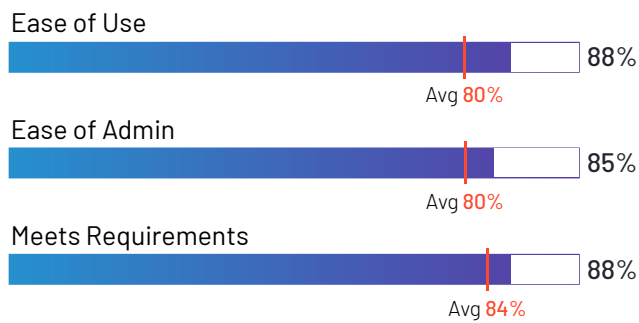
4.4 ★★★★★ (591)



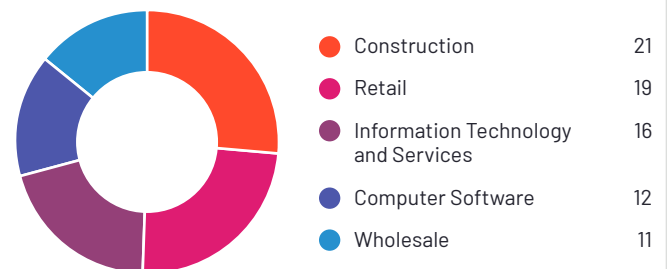
Usability Score



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



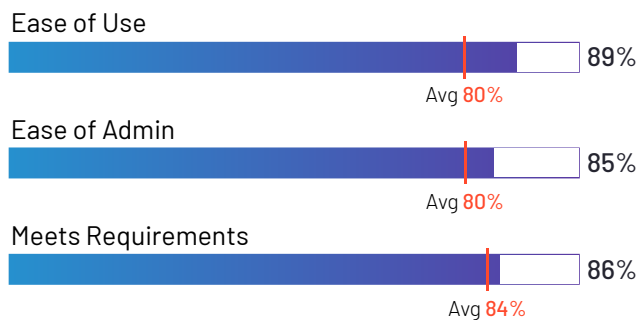
SAP Business One

4.4 ★★★★★ (481)

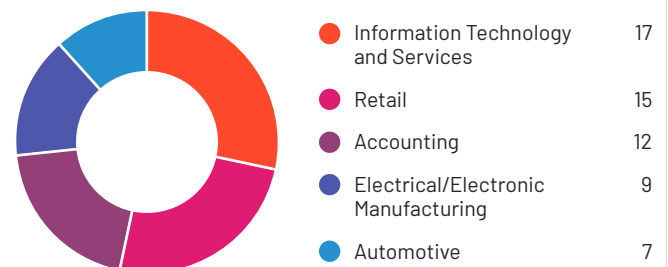
Usability Score



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



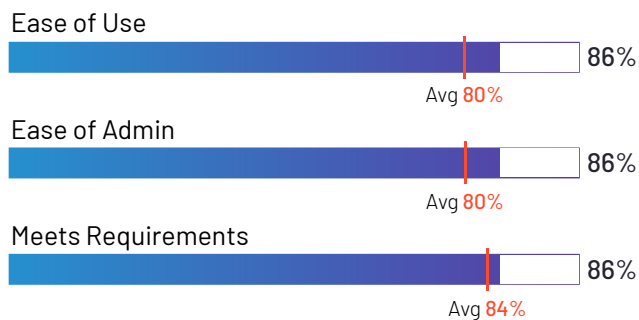
Sage Intacct

4.3 ★★★★★ (1,583)

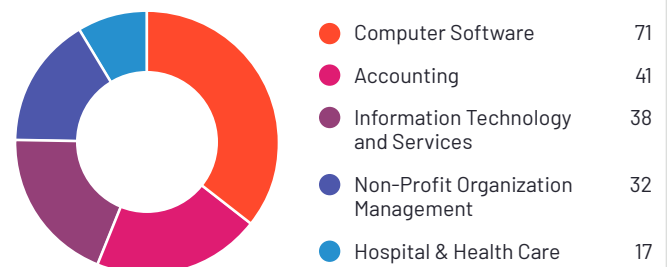
Usability Score



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

ORACLE
NETSUITE

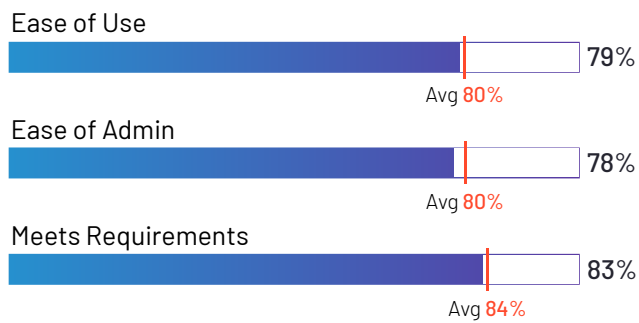
NetSuite

3.9 ★★★★★ (1,868)

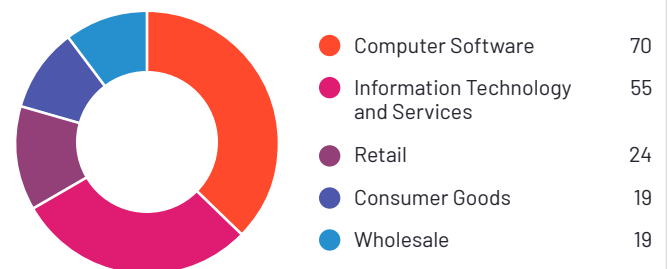
Usability Score



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



Unanet GovCon

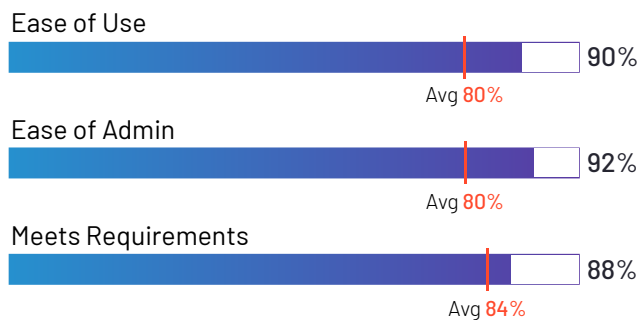
4.4 ★★★★★ (105)



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



TallyPrime

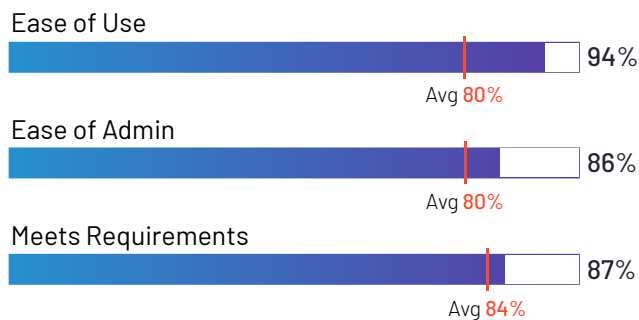
4.4 ★★★★★ (157)



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



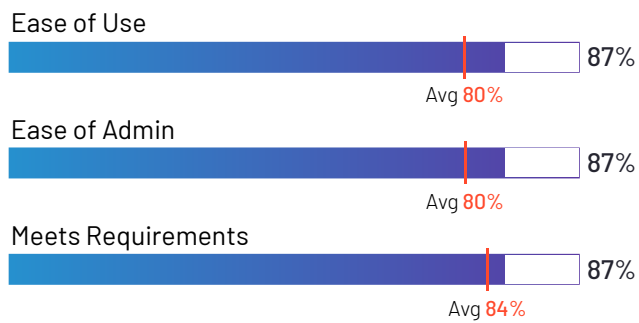
SAP S/4HANA Cloud

4.5 ★★★★★ (279)

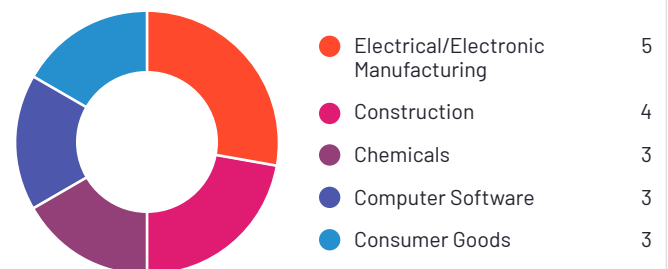
Usability Score



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



Total ETO

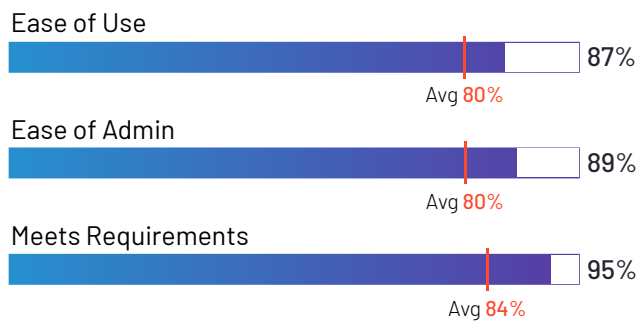
4.7 ★★★★★ (15)



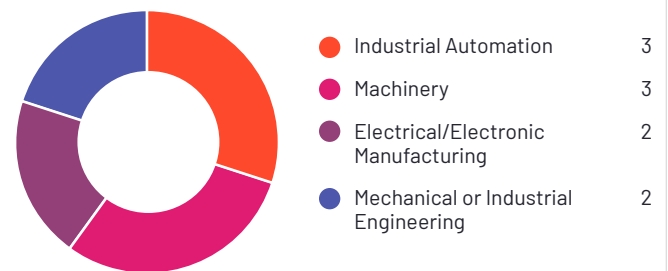
Usability Score



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



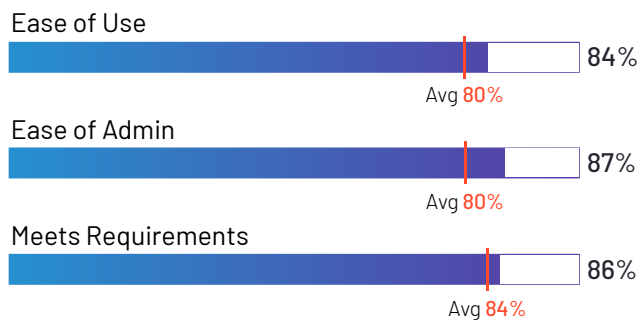
MIE Trak Pro

4.3 ★★★★★ (95)

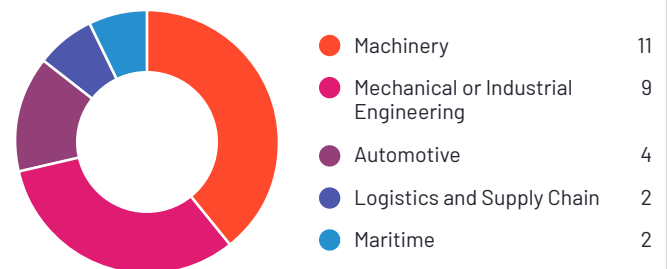
Usability Score



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



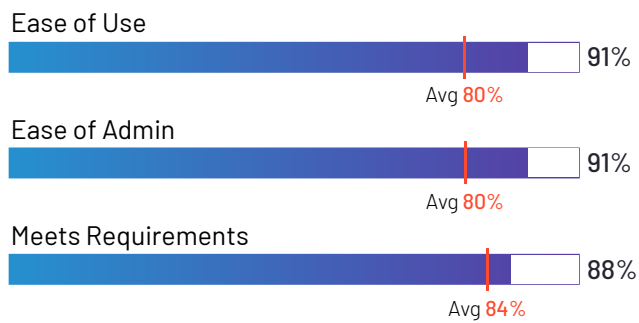
Odoo ERP

4.2 ★★★★★ (180)

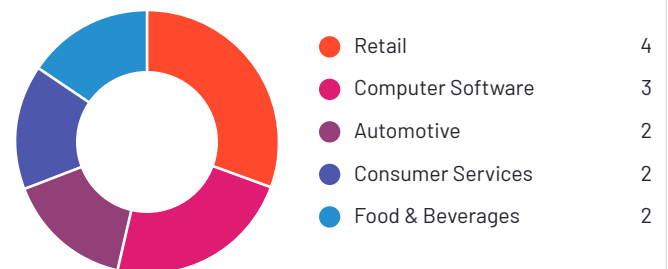
Usability Score



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

EPICOR

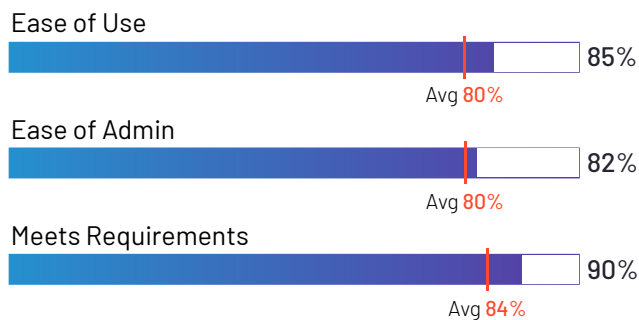
Epicor BisTrack

4.1 ★★★★★ (34)

Usability Score



Usability Data



Top Industries Represented



Average User Adoption



Ownership
Epicor



HQ Location
Austin, TX



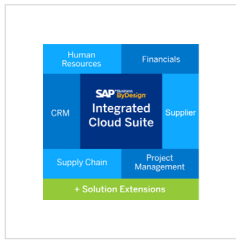
Year Founded
1972



Employees (Listed On LinkedIn™)
4881



Company Website
www.epicor.com



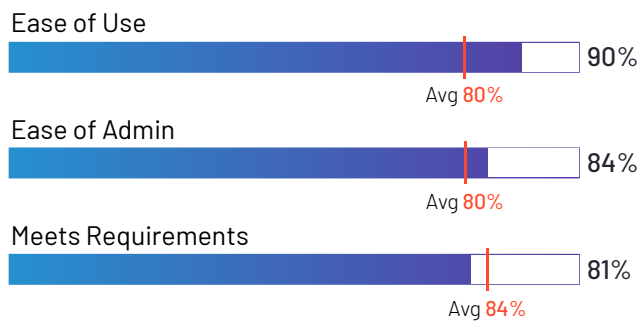
SAP Business ByDesign

4.0 ★★★★★ (178)

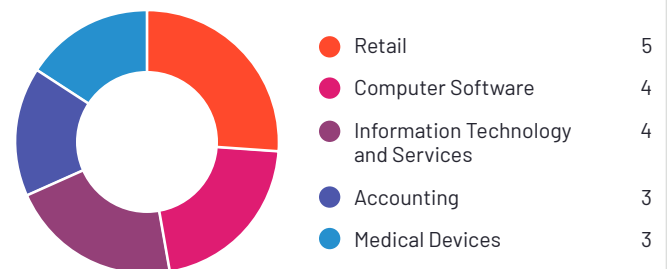
Usability Score



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

EPICOR

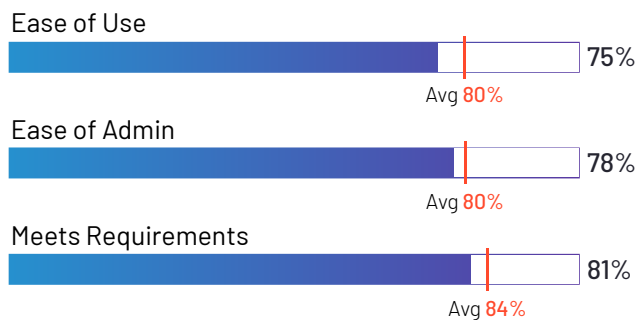
Kinetic

3.6 ★★★★★ (358)

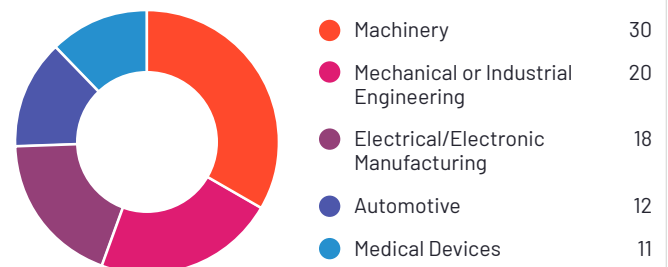
Usability Score



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



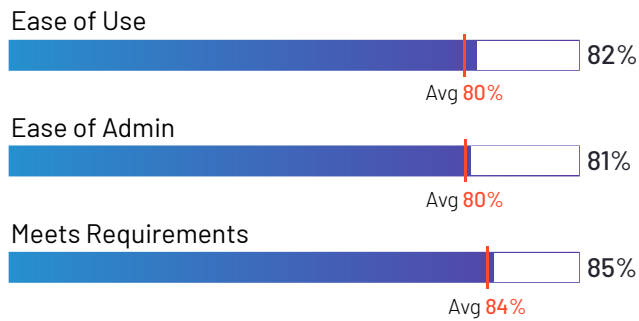
SYSPRO

4.1 ★★★★★ (184)

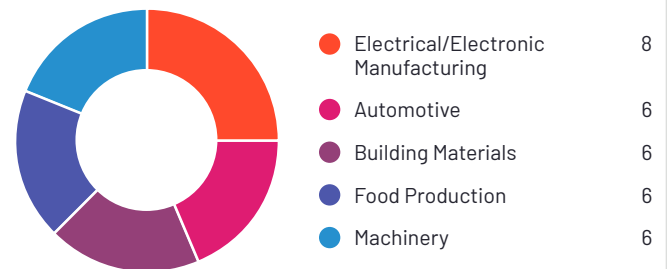
Usability Score



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

priority

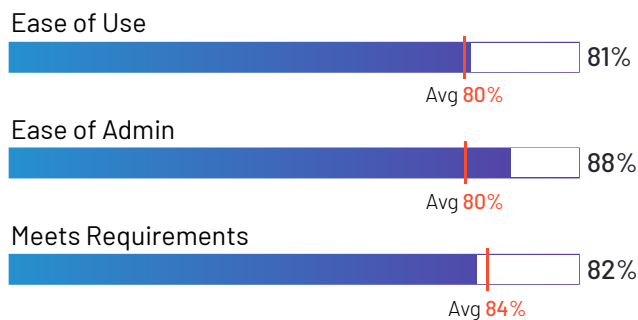
Priority ERP

4.2 ★★★★★ (24)

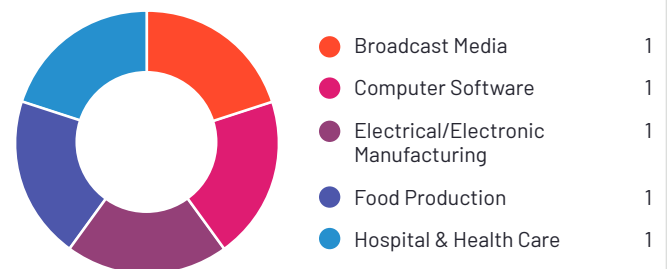
Usability Score



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



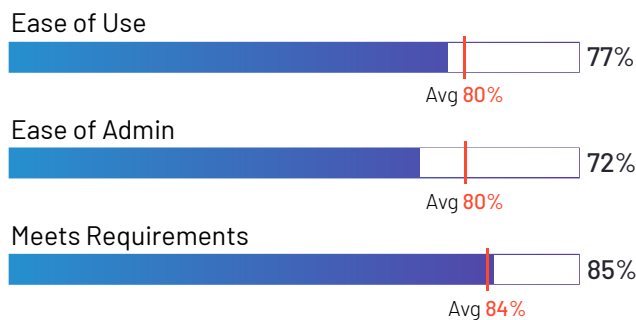
Microsoft Dynamics NAV

3.7 ★★★★★ (174)

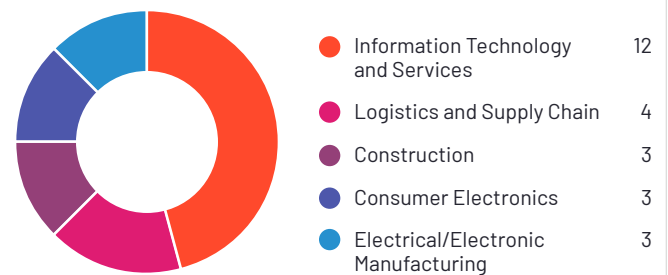
Usability Score



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



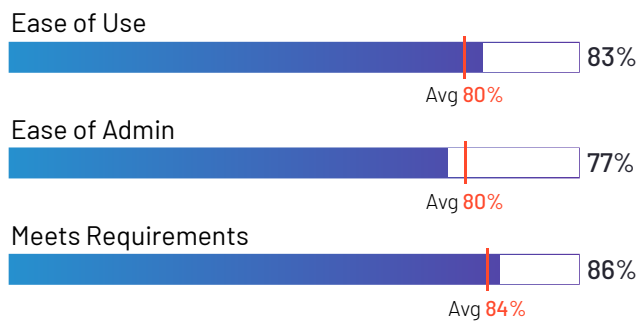
Infor LN

4.0 ★★★★★ (86)

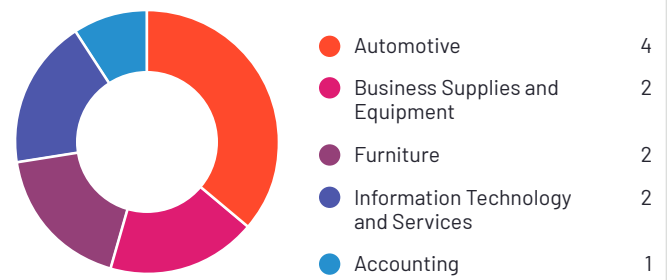
Usability Score



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

EPICOR

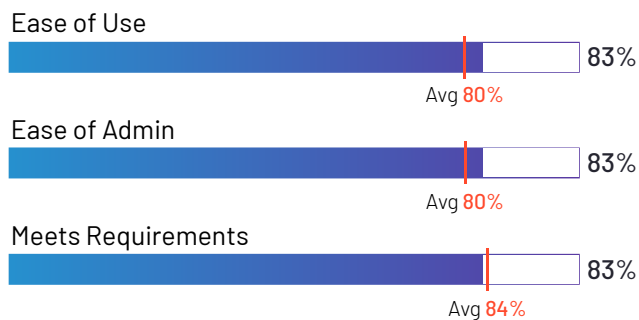
Epicor Eclipse

3.9 ★★★★★☆ (28)

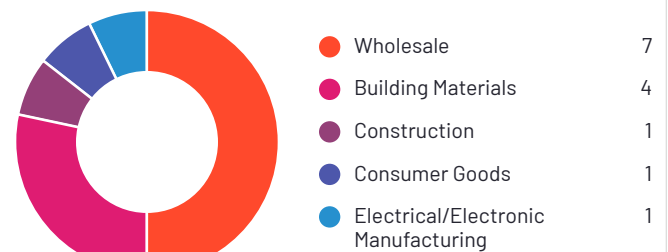
Usability Score



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



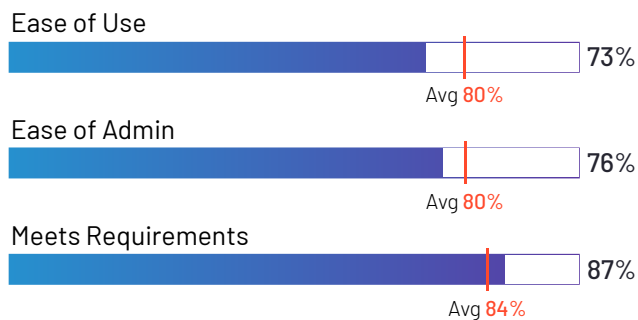
SAP ERP

4.1 ★★★★★ (708)

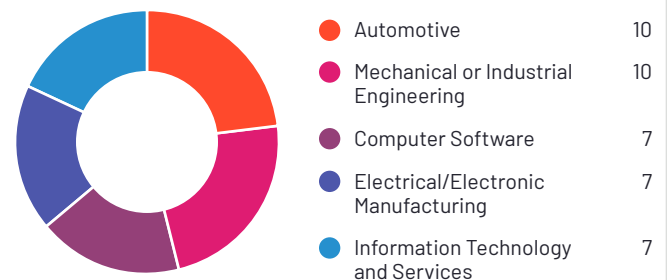
Usability Score



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



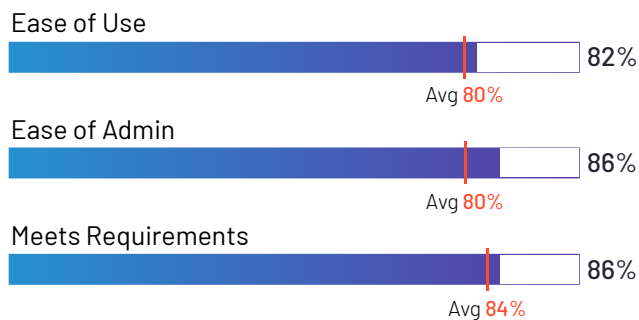
Oracle PeopleSoft

3.7 ★★★★★ (647)

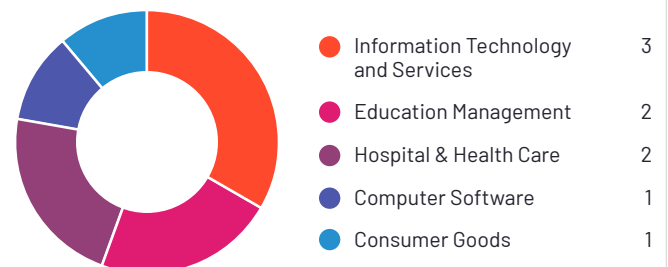
Usability Score



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



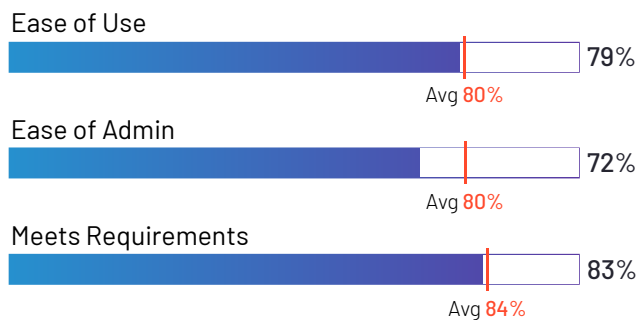
IFS

4.1 ★★★★★ (116)

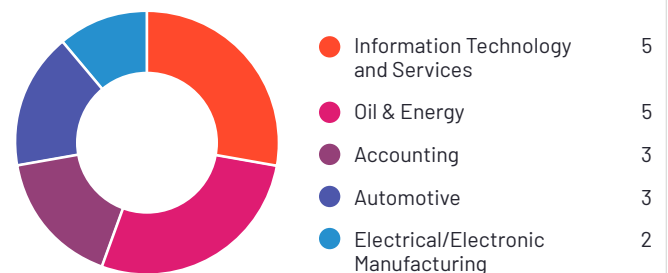
Usability Score



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



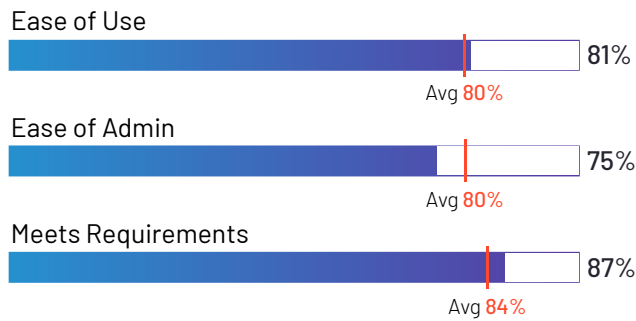
FinancialForce Financial Management ERP

3.9 ★★★★★ (364)

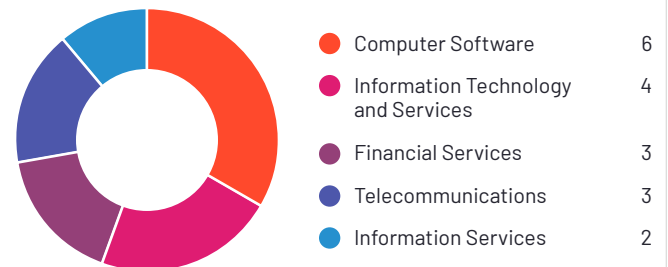
Usability Score



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

Deltek

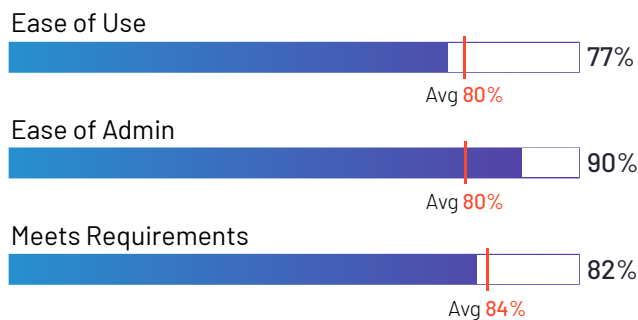
Deltek Costpoint

3.8 ★★★★★ (98)

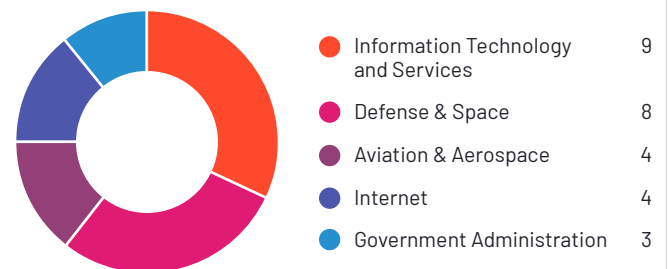
Usability Score



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

EPICOR

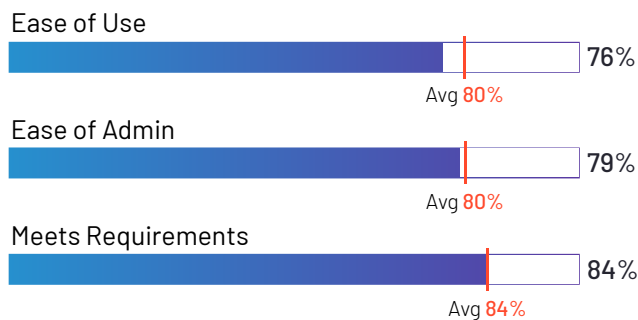
Epicor Prophet 21

3.9 ★★★★★ (88)

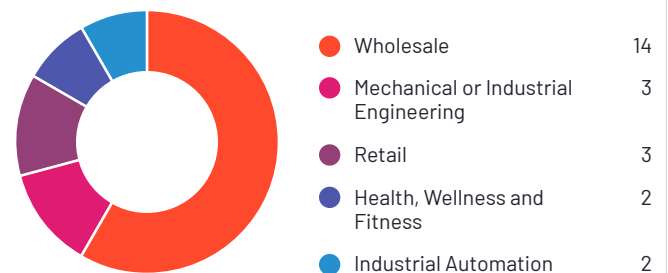
Usability Score



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

ORACLE
E-BUSINESS SUITE

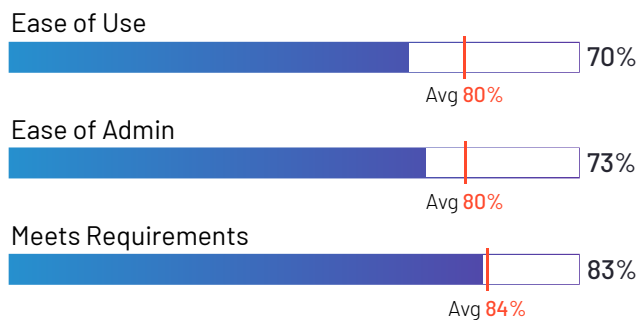
Oracle E-Business Suite

3.7 ★★★★★ (216)

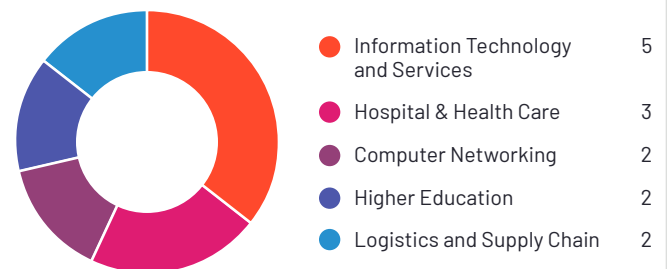
Usability Score



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



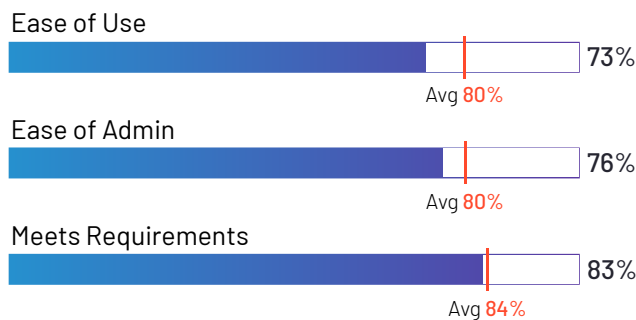
Rootstock Cloud ERP

3.6 ★★★★★ (38)

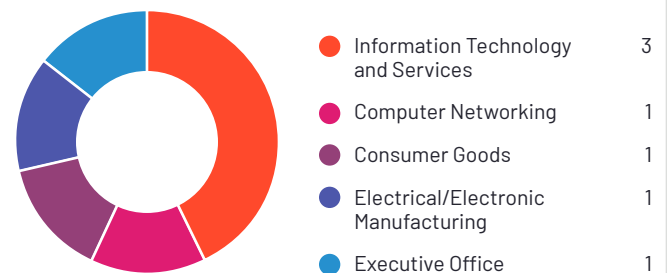
Usability Score



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



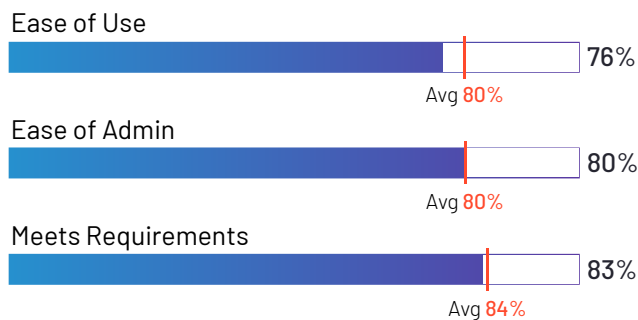
Munis for Schools

3.9 ★★★★★ (103)

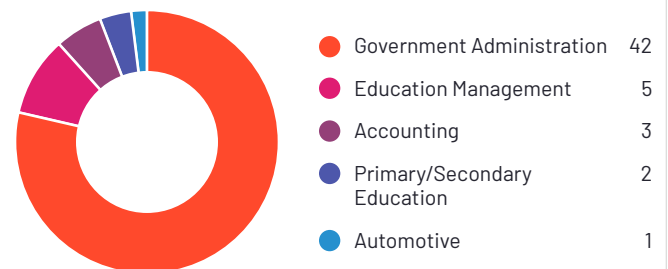
Usability Score



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



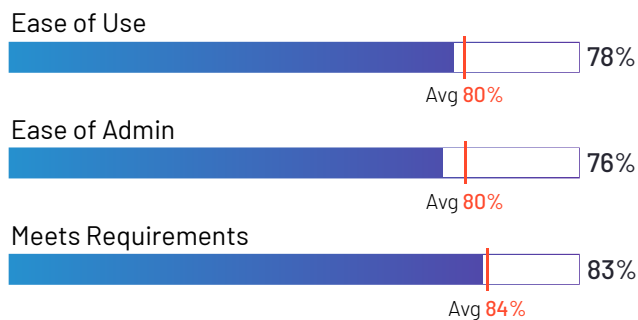
Microsoft Dynamics 365 Supply Chain Management

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



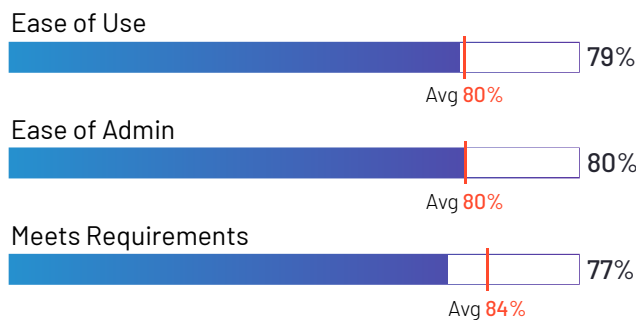
Sage 100cloud

3.6 ★★★★★ (189)

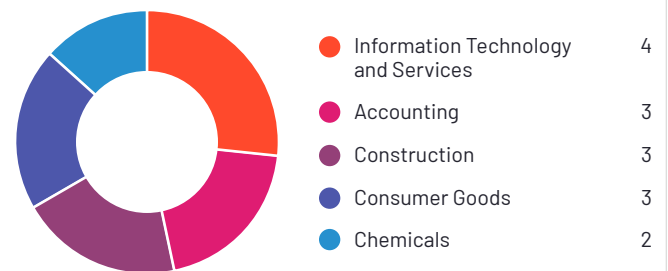
Usability Score



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



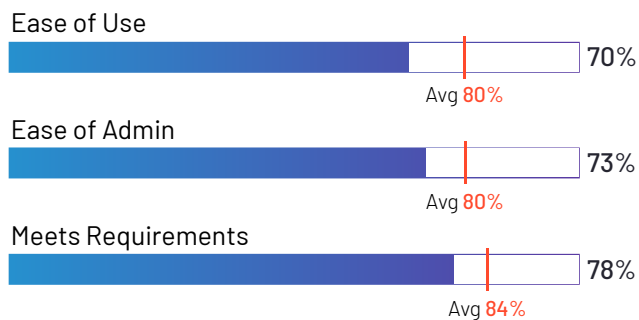
Microsoft Dynamics GP

3.6 ★★★★★ (253)

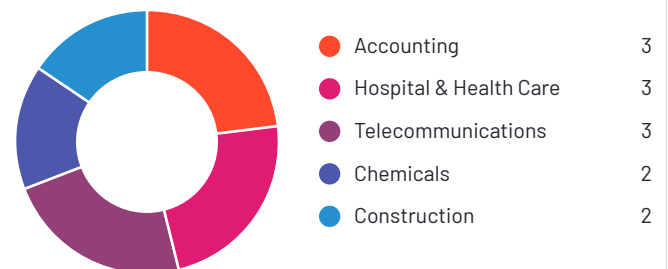
Usability Score



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



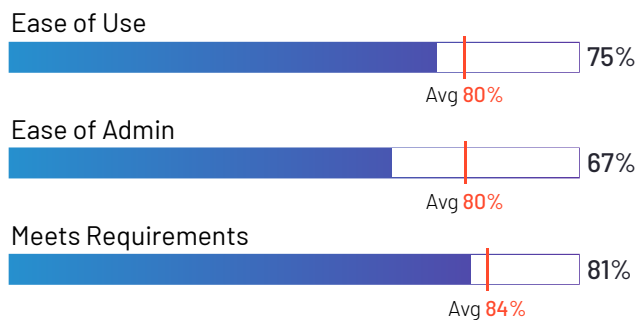
Infor M3

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



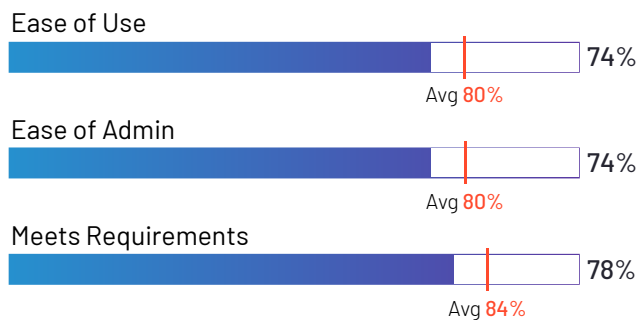
Infor SyteLine / Infor CloudSuite Industrial

3.8 ★★★★★ (48)

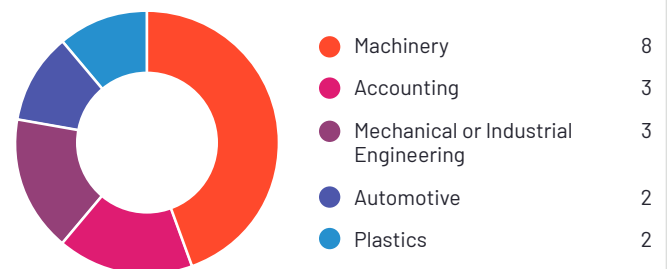
Usability Score



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

UNIT4

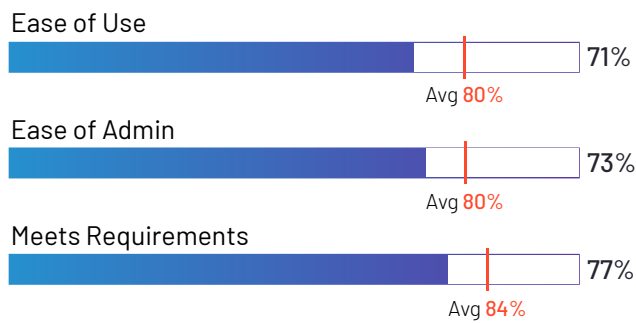
Unit4 ERP

3.7 ★★★★★ (71)

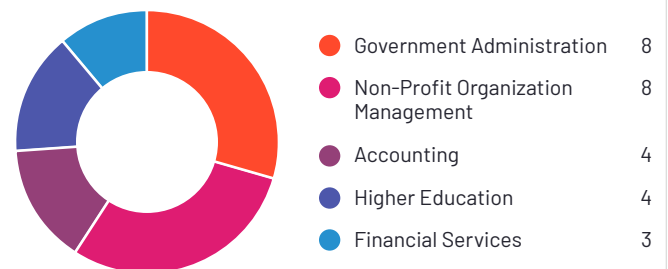
Usability Score



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



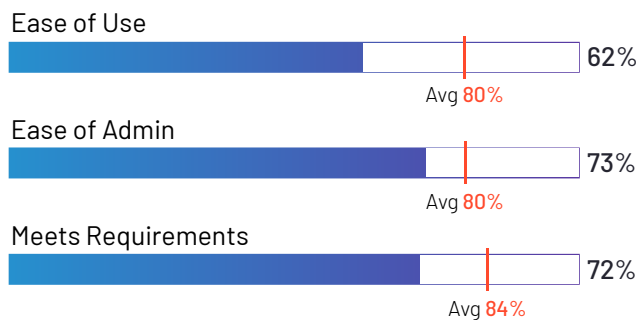
Sage 300cloud

3.7 ★★★★★ (79)

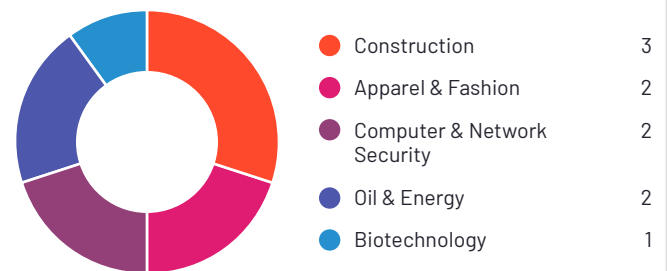
Usability Score



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

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.