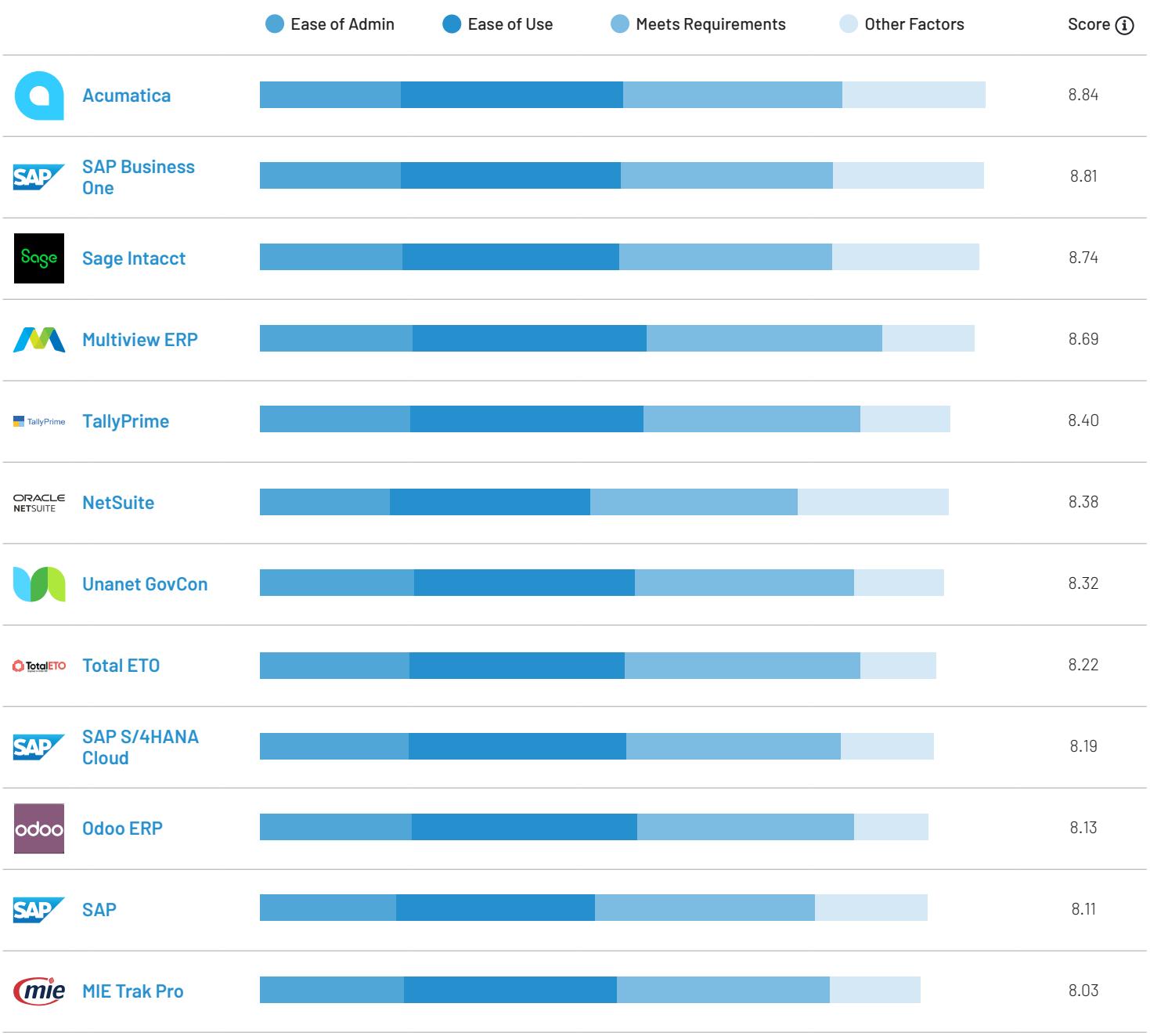
ERP Systems Usability Index: Mid-Market

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.



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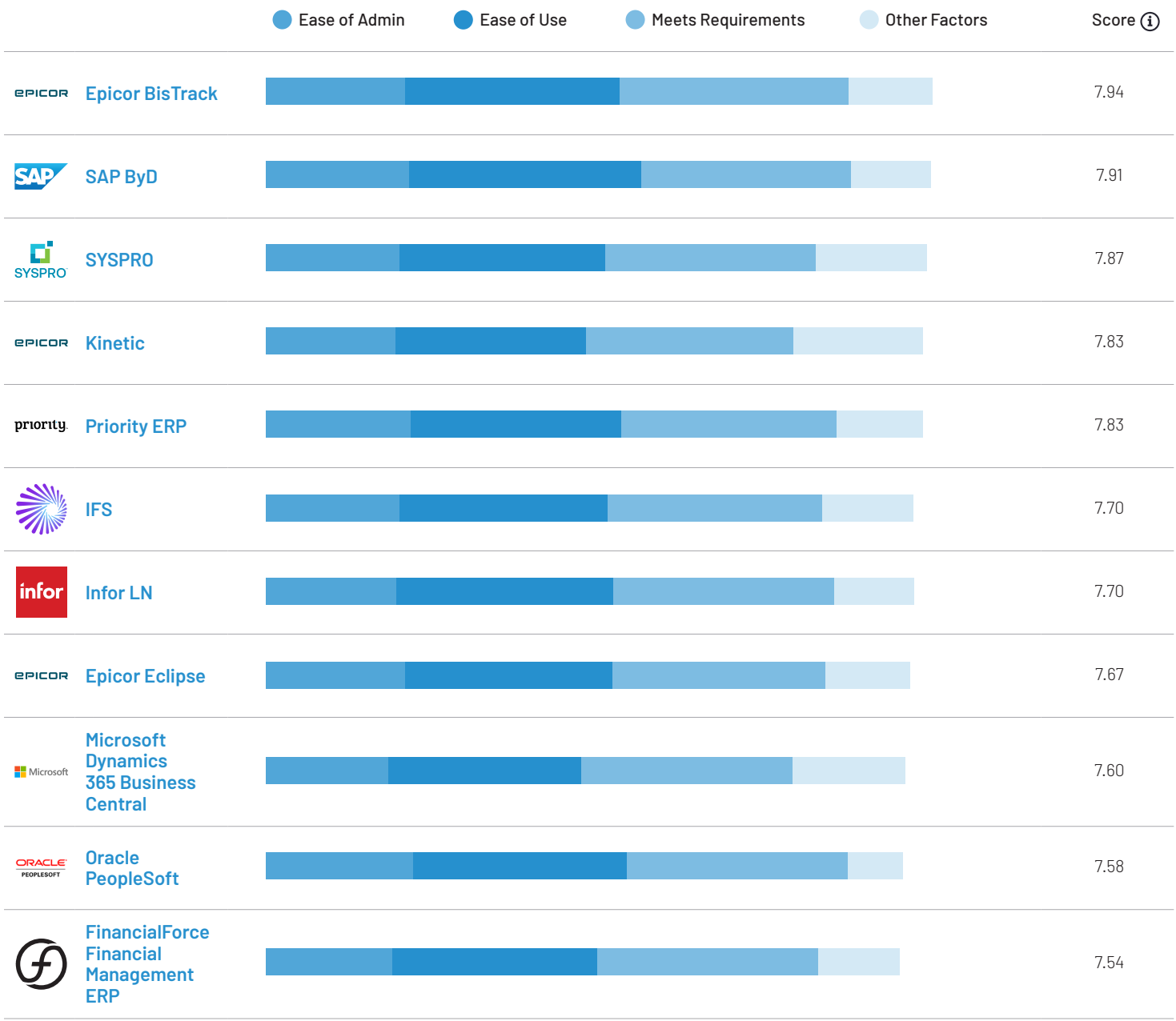
ERP Systems Usability Index: Mid-Market (continued)

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.



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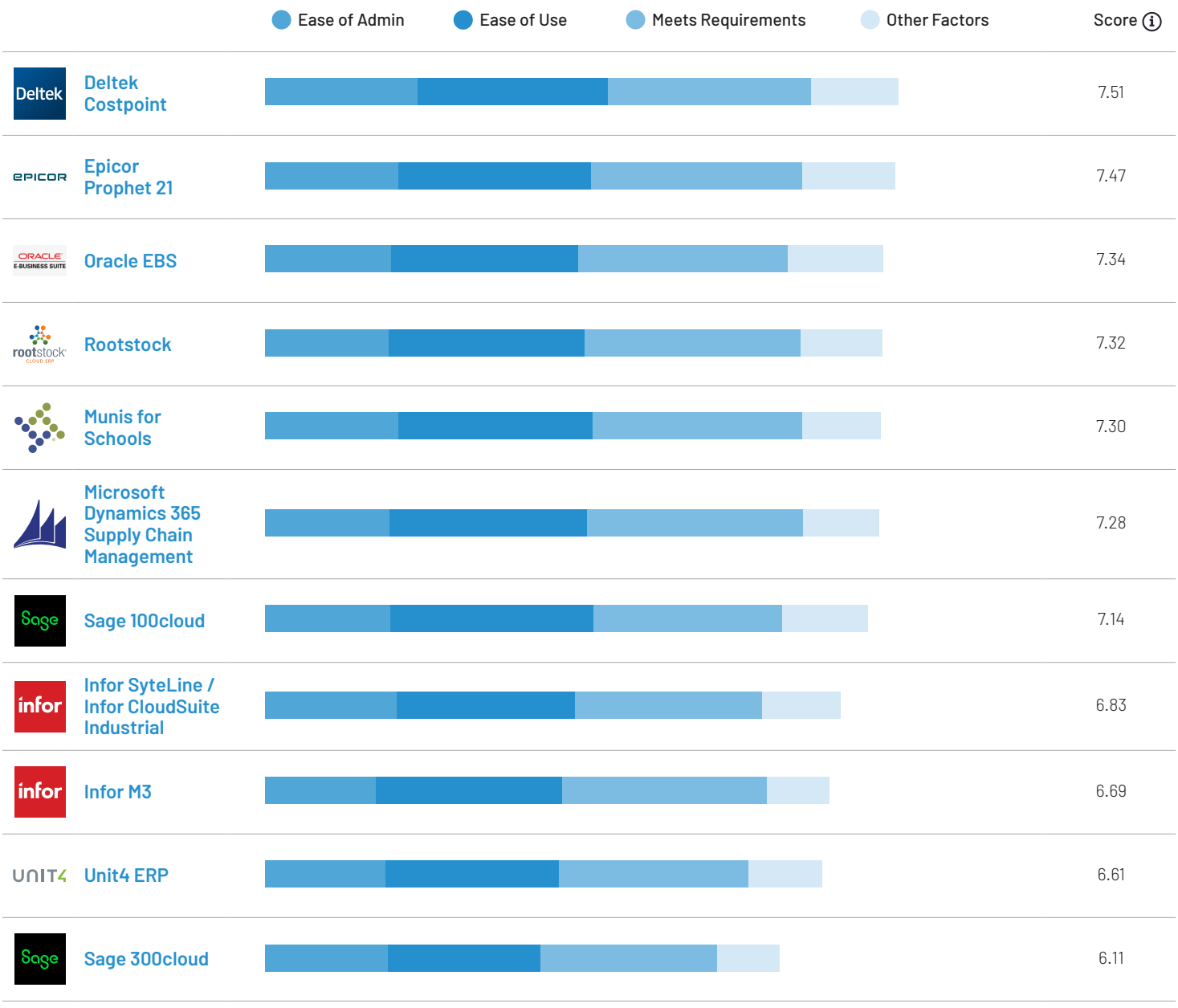
ERP Systems Usability Index: Mid-Market (continued)

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.



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

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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 | Fall 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 August 30, 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.

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Acumatica

4.4 (593)

Best Usability Mid-Market FALL 2022

Usability Score

88%

Avg 78%

Usability Data

Ease of Use

89%

Avg 81%

Ease of Admin

85%

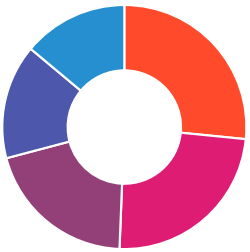
Avg 81%

Meets Requirements

88%

Avg 84%

Top Industries Represented



Construction	21
Retail	19
Information Technology and Services	16
Computer Software	12
Wholesale	11

Average User Adoption

Average User Adoption

76%

Avg 83%

Ownership
Acumatica

HQ Location
Kirkland, Washington

Year Founded
2007

Employees (Listed On Linkedin)
409

Company Website
acumatica.com

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SAP Business One

4.4 ★★★★½ (489)

Usability Score

88%

Avg 78%

Usability Data

Ease of Use

89%

Avg 81%

Ease of Admin

85%

Avg 81%

Meets Requirements

86%

Avg 84%

Top Industries Represented

Information Technology and Services	17
Retail	15
Accounting	12
Electrical/ Electronic Manufacturing	9
Automotive	8

Average User Adoption

Average User Adoption

83%

Avg 83%

Ownership
SAP

HQ Location
Walldorf, Germany

Year Founded
1972

Total Revenue
$27,338 (USD MM)

Employees (Listed On Linkedin)
126,920

Company Website
sapstore.com

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Sage Intacct

4.3 ★★★★½ (1,633)

Usability Score

87%

Avg 78%

Usability Data

Ease of Use

86%

Avg 81%

Ease of Admin

86%

Avg 81%

Meets Requirements

86%

Avg 84%

Top Industries Represented

Computer Software	72
Accounting	43
Information Technology and Services	40
Non-Profit Organization Management	33
Hospital & Health Care	17

Average User Adoption

Average User Adoption

79%

Avg 83%

Ownership
Sage Software

HQ Location
Newcastle, United Kingdom

Year Founded
1981

Total Revenue
$1,903 (USD MM)

Employees (Listed On Linkedin)
15,215

Company Website
www.sage.com

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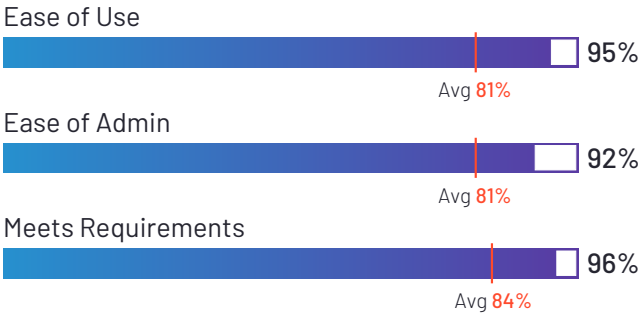
Multiview ERP

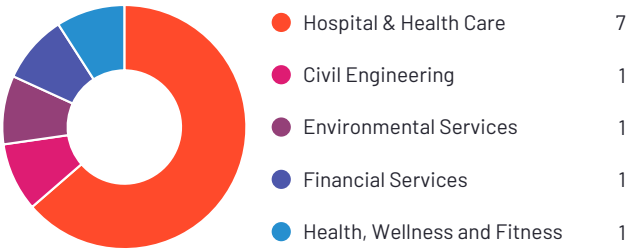
4.7 ★★★★½ (27)

Usability Score

Usability Data



Top Industries Represented



Average User Adoption

Ownership
Multiview Financial

HQ Location
Ottawa, ON

Year Founded
1990

Employees (Listed On Linkedin)
79

Company Website
multiviewcorp.com

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TallyPrime

4.4 (169)

Usability Score

84%

Avg 78%

Usability Data

Ease of Use

94%

Avg 81%

Ease of Admin

88%

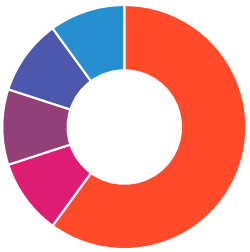
Avg 81%

Meets Requirements

88%

Avg 84%

Top Industries Represented



Accounting	12
Construction	2
Food & Beverages	2
Real Estate	2
Retail	2

Average User Adoption

Average User Adoption

83%

Avg 83%

Ownership
Tally Solutions

HQ Location
Bangalore, India

Year Founded
1986

Employees (Listed On Linkedin)
2,395

Company Website
tallysolutions.com

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NetSuite

3.9 ★★★★☆ (1,983)

Usability Score

84%

Avg 78%

Usability Data

Ease of Use

70%

Avg 81%

Ease of Admin

78%

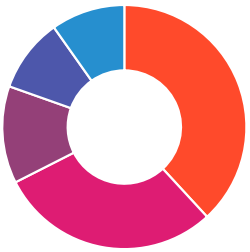
Avg 81%

Meets Requirements

83%

Avg 84%

Top Industries Represented



Computer Software	74
Information Technology and Services	57
Retail	25
Consumer Goods	19
Wholesale	19

Average User Adoption

Average User Adoption

82%

Avg 83%

Ownership
Oracle

HQ Location
Austin, TX

Year Founded
1977

Total Revenue
$39,068 (USD MM)

Employees (Listed On Linkedin)
232,007

Company Website
www.oracle.com

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Unanet GovCon

4.4 (106)

Easiest Admin Mid-Market FALL 2022

Usability Score

83%

Avg 78%

Usability Data

Ease of Use

90%

Avg 81%

Ease of Admin

92%

Avg 81%

Meets Requirements

88%

Avg 84%

Top Industries Represented

Information Technology and Services	5
Computer Software	3
Computer & Network Security	2
Defense & Space	2
Aviation & Aerospace	1

Average User Adoption

Average User Adoption

96%

Avg 83%

Ownership
Unanet

HQ Location
Dulles, VA

Year Founded
1988

Employees (Listed On Linkedin)
387

Company Website
www.unanet.com

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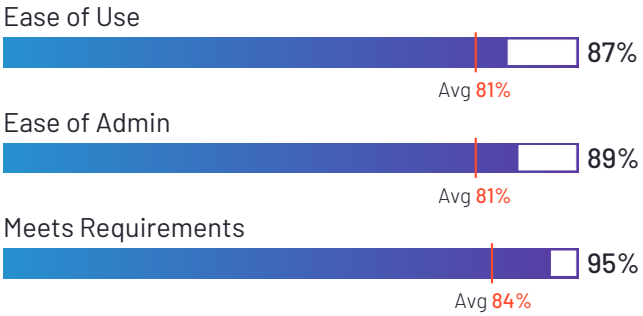
Total ETO

4.7 ★★★★½ (15)

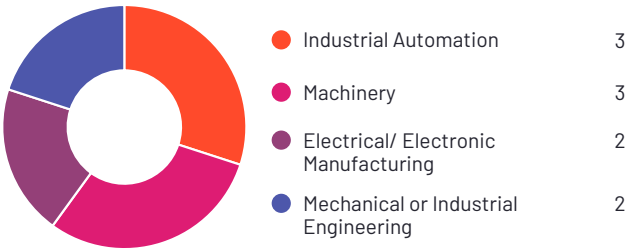
Best Meets Requirements Mid-Market FALL 2022

Usability Score

Usability Data



Top Industries Represented



Average User Adoption

Ownership
Total ETO

HQ Location
Oakville, Ontario

Year Founded
1998

Employees (Listed On Linkedin)
20

Company Website
totaleto.com

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SAP S/4HANA Cloud

4.5 (282)

Usability Score

82%

Avg 78%

Usability Data

Ease of Use

87%

Avg 81%

Ease of Admin

87%

Avg 81%

Meets Requirements

87%

Avg 84%

Top Industries Represented

Electrical/ Electronic Manufacturing	5
Construction	4
Chemicals	3
Computer Software	3
Consumer Goods	3

Average User Adoption

Average User Adoption

74%

Avg 83%

Ownership
SAP

HQ Location
Walldorf, Germany

Year Founded
1972

Total Revenue
$27,338 (USD MM)

Employees (Listed On Linkedin)
126,920

Company Website
sapstore.com

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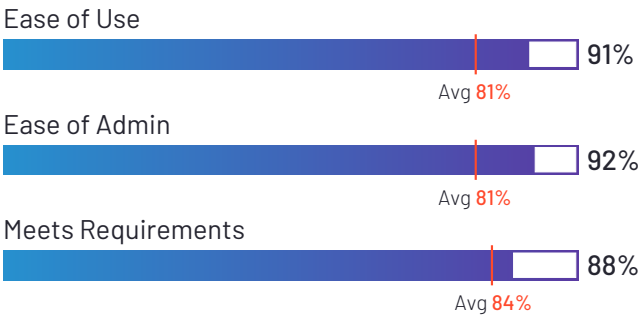
Odoo ERP

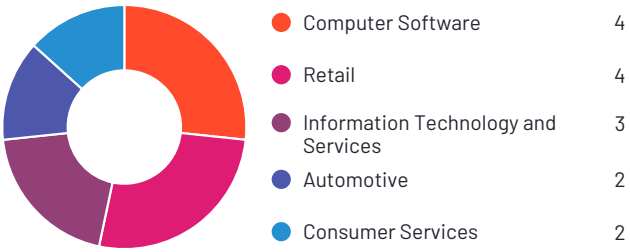
4.2 ★★★★☆ (190)

Usability Score

Usability Data



Top Industries Represented



Average User Adoption

Ownership
Odoo

HQ Location
Brussels, Belgium

Year Founded
2005

Employees (Listed On Linkedin)
2,433

Company Website
www.odoo.com

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SAP ERP

4.1 ★★★★☆ (750)

Usability Score

81%

Avg 78%

Usability Data

Ease of Use

76%

Avg 81%

Ease of Admin

79%

Avg 81%

Meets Requirements

87%

Avg 84%

Top Industries Represented

Automotive	10
Information Technology and Services	10
Mechanical or Industrial Engineering	10
Computer Software	7
Electrical/ Electronic Manufacturing	7

Average User Adoption

Average User Adoption

67%

Avg 83%

Ownership
SAP

HQ Location
Walldorf, Germany

Year Founded
1972

Total Revenue
$27,338 (USD MM)

Employees (Listed On Linkedin)
126,920

Company Website
sapstore.com

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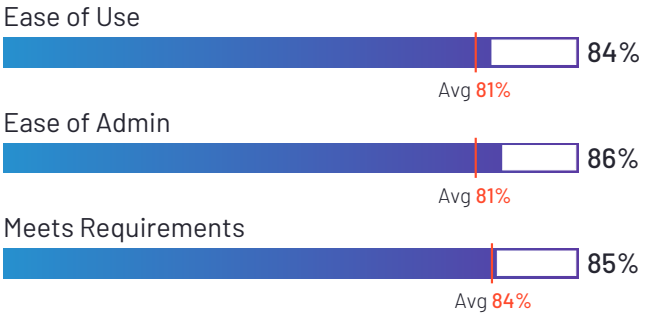
MIE Trak Pro

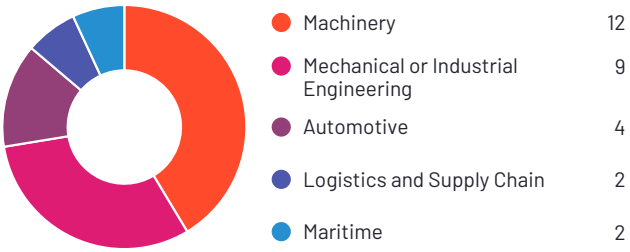
4.3 ★★★★½ (96)

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

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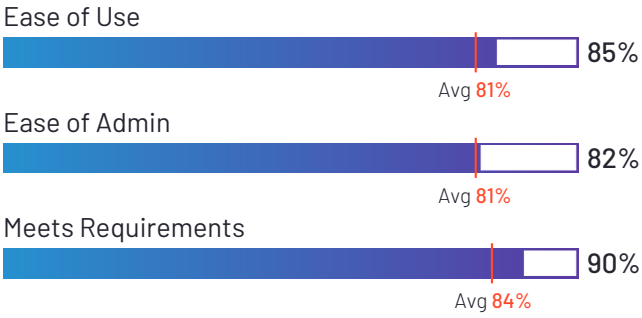
Epicor BisTrack

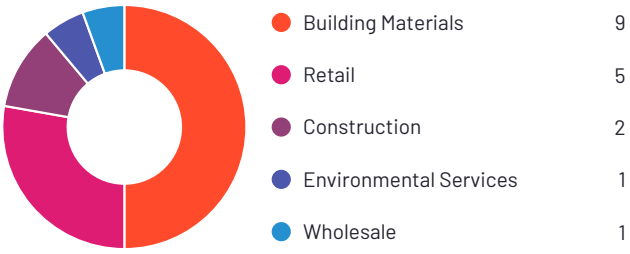
4.1 ★★★★☆ (34)

Usability Score

Usability Data



Top Industries Represented



Average User Adoption

Ownership
Epicor

HQ Location
Austin, TX

Year Founded
1972

Employees (Listed On Linkedin)
5,081

Company Website
www.epicor.com

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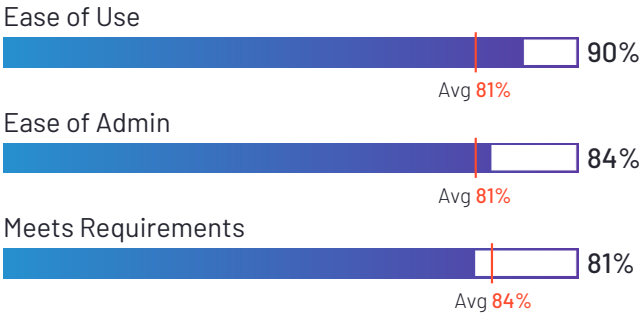
SAP Business ByDesign

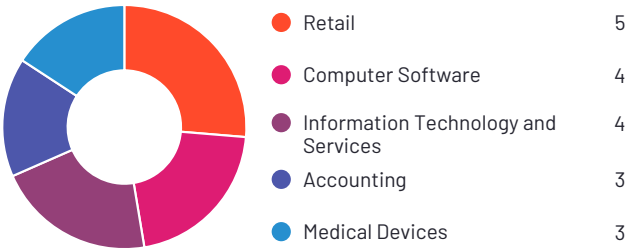
4.0 ★★★★☆ (181)

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)
126,920

Company Website
sapstore.com

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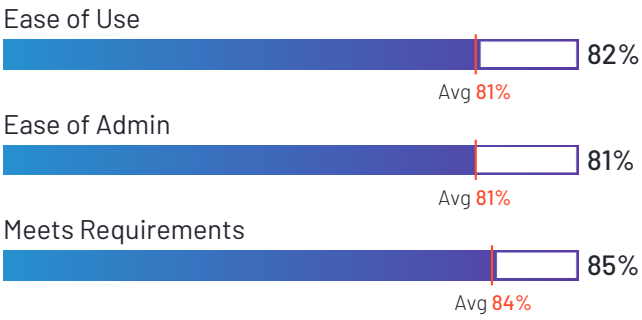
SYSPRO

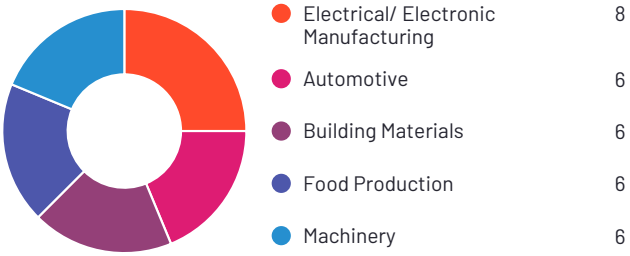
4.1 ★★★★☆ (187)

Usability Score

Usability Data



Top Industries Represented



Average User Adoption

Ownership
SYSPRO

HQ Location
Costa Mesa, CA

Year Founded
1978

Employees (Listed On Linkedin)
179

Company Website
us.syspro.com

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Kinetic

3.6 (358)

Usability Score

78%

Avg 78%

Usability Data

Ease of Use

75%

Avg 81%

Ease of Admin

78%

Avg 81%

Meets Requirements

81%

Avg 84%

Top Industries Represented

Machinery	30
Mechanical or Industrial Engineering	20
Electrical/ Electronic Manufacturing	18
Automotive	12
Medical Devices	11

Average User Adoption

Average User Adoption

84%

Avg 83%

Ownership
Epicor

HQ Location
Austin, TX

Year Founded
1972

Employees (Listed On Linkedin)
5,081

Company Website
www.epicor.com

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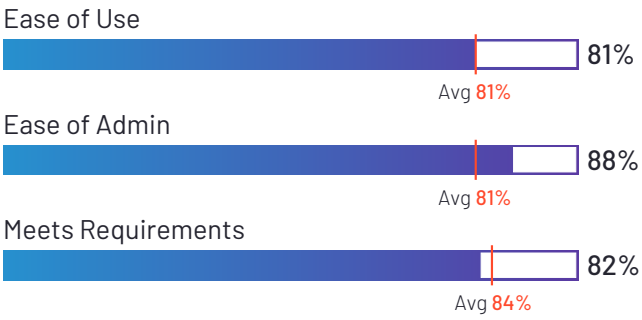
Priority ERP

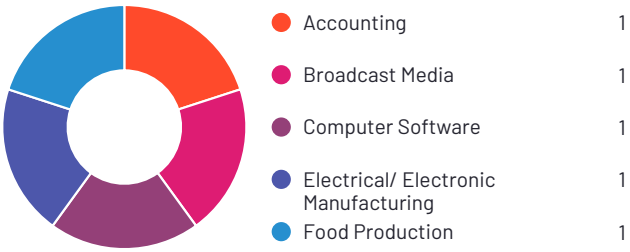
4.2 ★★★★☆ (26)

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)
251

Company Website
priority-software.com

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IFS

4.1 ★★★★☆ (126)

Usability Score

77%

Avg 78%

Usability Data

Ease of Use

79%

Avg 81%

Ease of Admin

75%

Avg 81%

Meets Requirements

83%

Avg 84%

Top Industries Represented

Oil & Energy	6
Information Technology and Services	5
Accounting	4
Automotive	4
Electrical/ Electronic Manufacturing	3

Average User Adoption

Average User Adoption

77%

Avg 83%

Ownership
IFS

HQ Location
Linkoping , Sweden

Year Founded
1983

Employees (Listed On Linkedin)
6,472

Company Website
www.ifs.com

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Infor LN

4.0 ★★★★☆ (87)

Usability Score

77%

Avg 78%

Usability Data

Ease of Use

83%

Avg 81%

Ease of Admin

77%

Avg 81%

Meets Requirements

86%

Avg 84%

Top Industries Represented

Automotive	4
Business Supplies and Equipment	2
Furniture	2
Information Technology and Services	2
Accounting	1

Average User Adoption

Average User Adoption

74%

Avg 83%

Ownership
Infor

HQ Location
New York, NY

Year Founded
2002

Employees (Listed On Linkedin)
19,263

Company Website
www.infor.com

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Epicor Eclipse

3.9 ★★★★☆ (31)

Usability Score

77%

Avg 78%

Usability Data

Ease of Use

83%

Avg 81%

Ease of Admin

83%

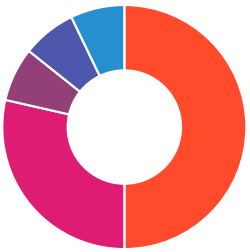
Avg 81%

Meets Requirements

83%

Avg 84%

Top Industries Represented



Wholesale	7
Building Materials	4
Construction	1
Consumer Goods	1
Electrical/ Electronic Manufacturing	1

Average User Adoption

Average User Adoption

95%

Avg 83%

Ownership
Epicor

HQ Location
Austin, TX

Year Founded
1972

Employees (Listed On Linkedin)
5,081

Company Website
www.epicor.com

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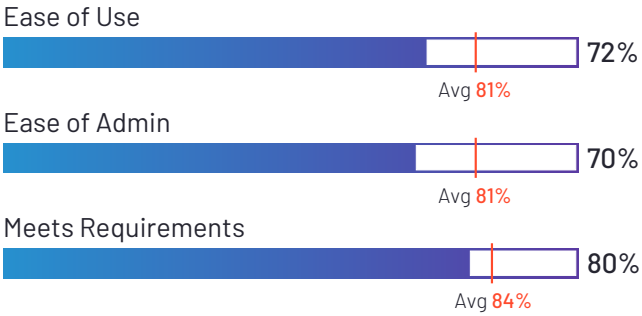
Microsoft Dynamics 365 Business Central

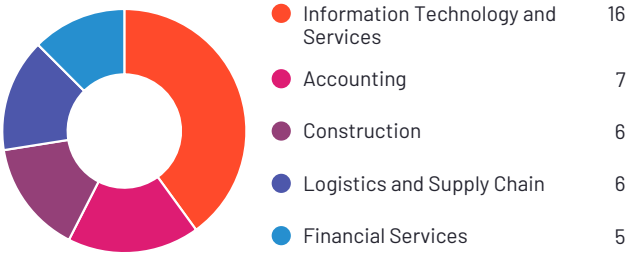
3.6 ★★★½☆ (505)

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)
223,768

Company Website
microsoft.com

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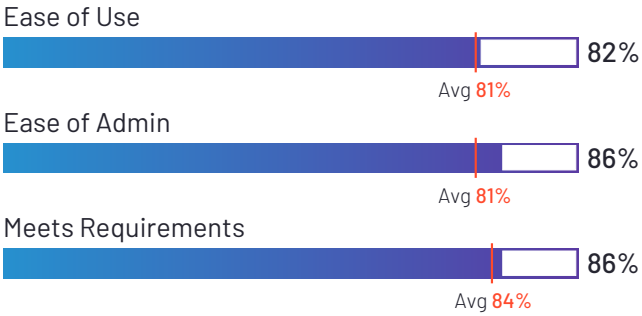
Oracle PeopleSoft

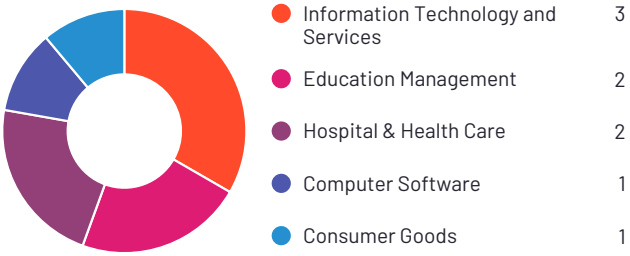
3.7 (651)

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)
232,007

Company Website
www.oracle.com

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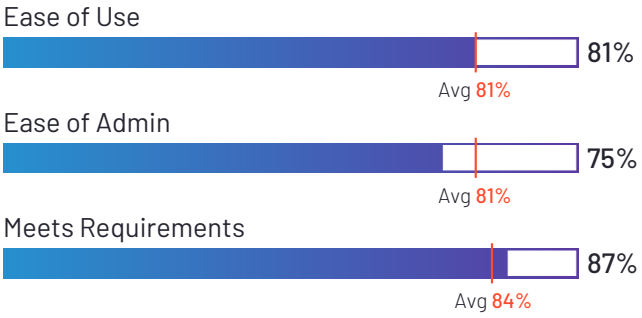
FinancialForce Financial Management ERP

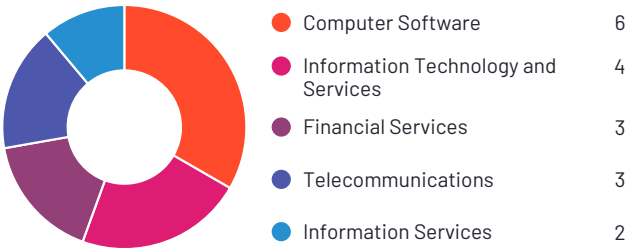
3.9 ★★★★☆ (370)

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)
987

Company Website
financialforce.com

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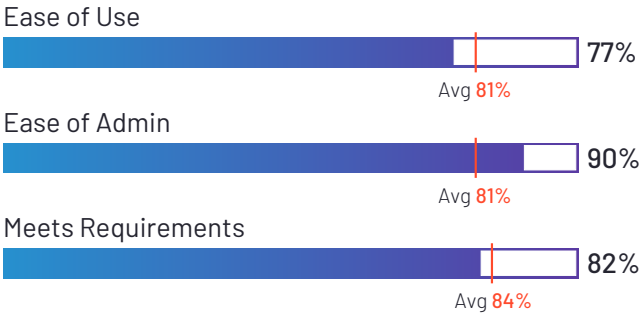
Deltek Costpoint

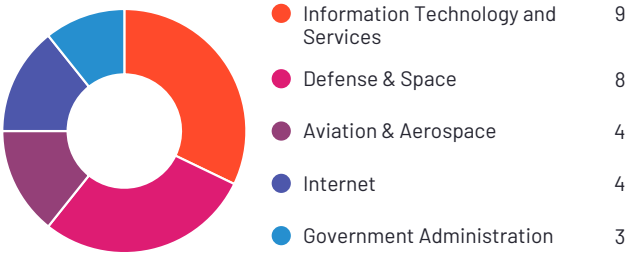
3.8 ★★★★☆ (98)

Usability Score

Usability Data



Top Industries Represented



Average User Adoption

Ownership
Deltek

HQ Location
Herndon, VA

Year Founded
1983

Employees (Listed On Linkedin)
3,617

Company Website
www.deltek.com

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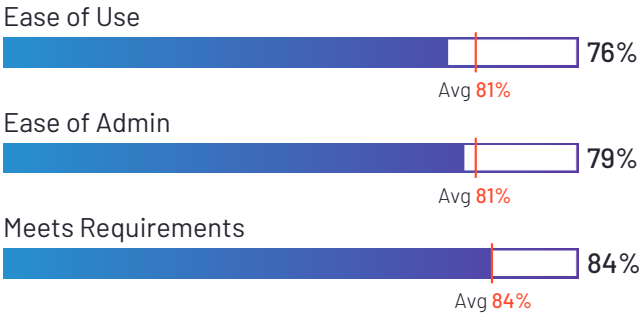
Epicor Prophet 21

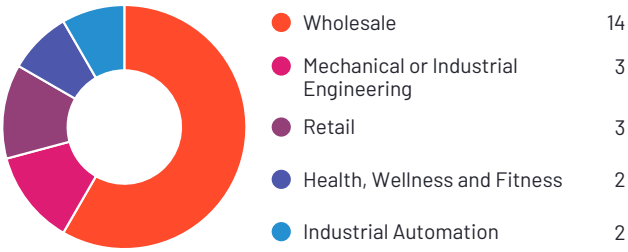
3.9 ★★★★☆ (90)

Usability Score

Usability Data



Top Industries Represented



Average User Adoption

Ownership
Epicor

HQ Location
Austin, TX

Year Founded
1972

Employees (Listed On Linkedin)
5,081

Company Website
www.epicor.com

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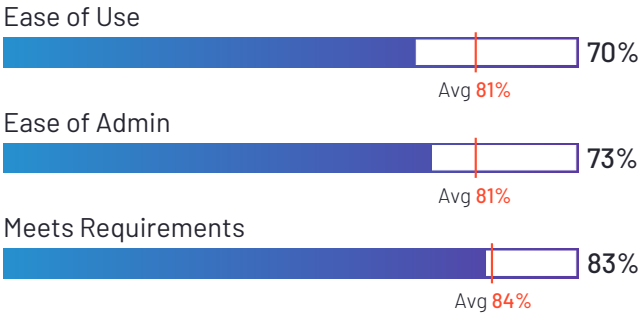
Oracle E-Business Suite

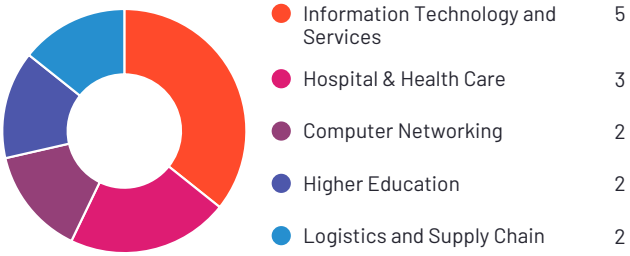
3.7 ★★★½☆ (220)

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)
232,007

Company Website
www.oracle.com

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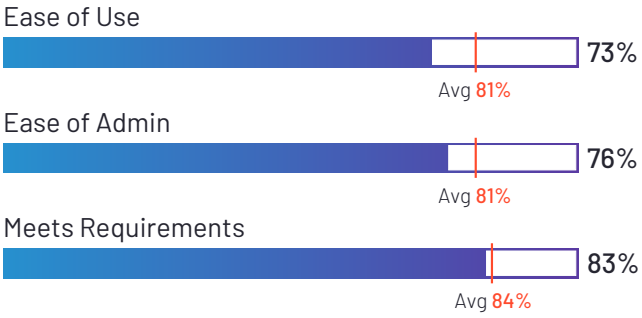
Rootstock Cloud ERP

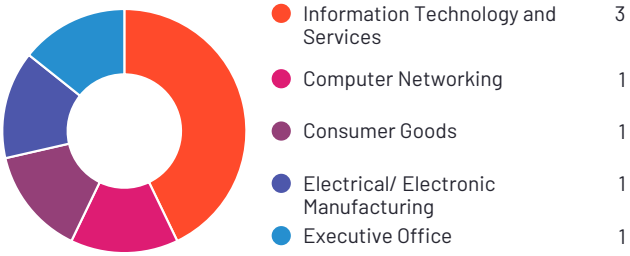
3.6 (38)

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)
116

Company Website
rootstock.com

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Munis for Schools

3.9 ★★★★☆ (103)

Usability Score

73%

Avg 78%

Usability Data

Ease of Use

76%

Avg 81%

Ease of Admin

80%

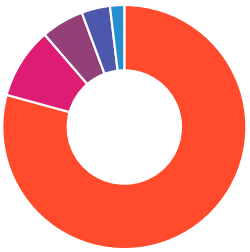
Avg 81%

Meets Requirements

83%

Avg 84%

Top Industries Represented



Government Administration	42
Education Management	5
Accounting	3
Primary/ Secondary Education	2
Automotive	1

Average User Adoption

Average User Adoption

77%

Avg 83%

Ownership
Tyler Technologies

HQ Location
Plano, TX

Year Founded
1966

Total Revenue
$1,117 (USD MM)

Employees (Listed On Linkedin)
5,791

Company Website
tylertech.com

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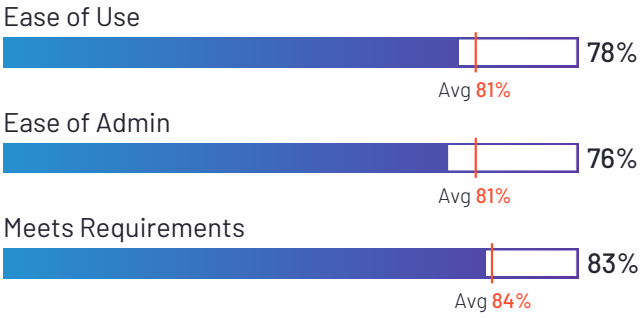
Microsoft Dynamics 365 Supply Chain Management

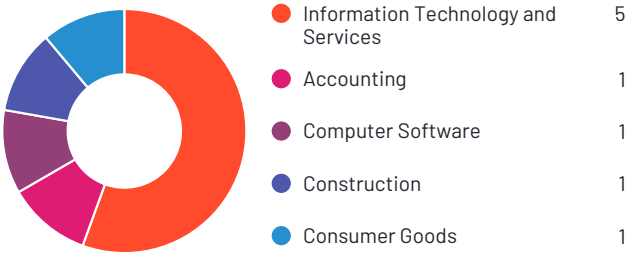
3.7 ★★★½☆ (100)

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)
223,768

Company Website
microsoft.com

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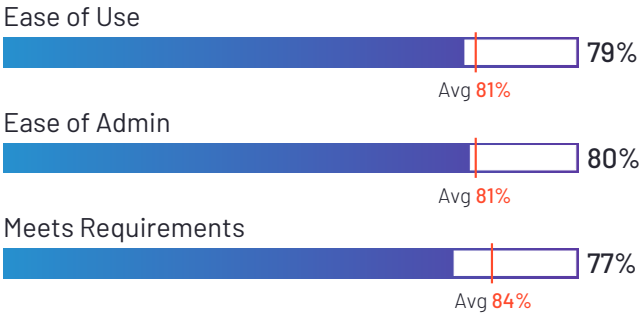
Sage 100cloud

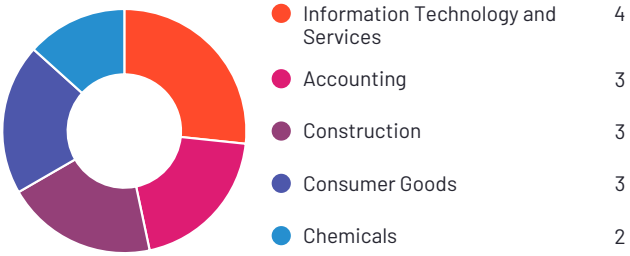
3.6 ★★★½☆ (189)

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)
15,215

Company Website
www.sage.com

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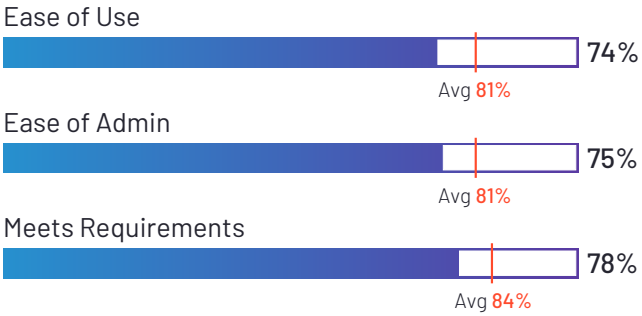
Infor SyteLine / Infor CloudSuite Industrial

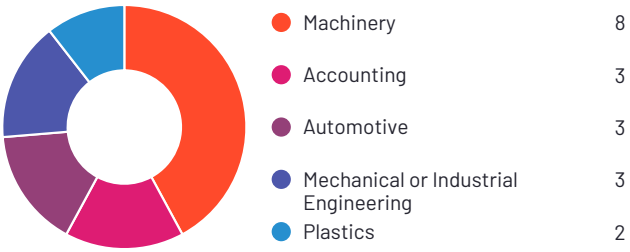
3.9 ★★★★☆ (49)

Usability Score

Usability Data



Top Industries Represented



Average User Adoption

Ownership
Infor

HQ Location
New York, NY

Year Founded
2002

Employees (Listed On Linkedin)
19,263

Company Website
www.infor.com

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Infor M3

3.8 ★★★★☆ (116)

Usability Score

67%

Avg 78%

Usability Data

Ease of Use

75%

Avg 81%

Ease of Admin

67%

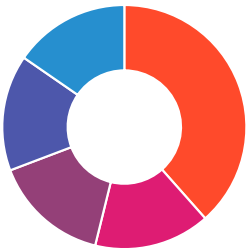
Avg 81%

Meets Requirements

81%

Avg 84%

Top Industries Represented



Apparel & Fashion	5
Business Supplies and Equipment	2
Food & Beverages	2
Information Technology and Services	2
Mechanical or Industrial Engineering	2

Average User Adoption

Average User Adoption

61%

Avg 83%

Ownership
Infor

HQ Location
New York, NY

Year Founded
2002

Employees (Listed On Linkedin)
19,263

Company Website
www.infor.com

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Unit4 ERP

3.7 ★★★½☆ (71)

Usability Score

66%

Avg 78%

Usability Data

Ease of Use

71%

Avg 81%

Ease of Admin

73%

Avg 81%

Meets Requirements

77%

Avg 84%

Top Industries Represented

Government Administration	8
Non-Profit Organization Management	8
Accounting	4
Higher Education	4
Financial Services	3

Average User Adoption

Average User Adoption

88%

Avg 83%

Ownership
Unit4

HQ Location
Utrecht, Netherlands

Year Founded
1980

Employees (Listed On Linkedin)
3,617

Company Website
www.unit4.com

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Sage 300cloud

3.7 (79)

Usability Score

61%

Avg 78%

Usability Data

Ease of Use

62%

Avg 81%

Ease of Admin

73%

Avg 81%

Meets Requirements

72%

Avg 84%

Top Industries Represented

Construction	3
Apparel & Fashion	2
Computer & Network Security	2
Oil & Energy	2
Biotechnology	1

Average User Adoption

Average User Adoption

65%

Avg 83%

Ownership
Sage Software

HQ Location
Newcastle, United Kingdom

Year Founded
1981

Total Revenue
$1,903 (USD MM)

Employees (Listed On Linkedin)
15,215

Company Website
www.sage.com

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Usability Index Methodology

Usability Index Inclusion Criteria

Products included in the Mid-Market Usability Index for ERP Systems | Fall 2022 have received a minimum of 10 reviews and 5 responses for each of the usability-related questions featured in our survey by August 30, 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 | Fall 2022 report is based off of scores calculated using the G2 usability algorithm v1.0 from data collected through August 30, 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)

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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.

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