Acumatica

Acumatica is a Champion in Enterprise Resource Planning

Software Reviews
CHAMPION
2020

81%
SATISFACTION THAT COST IS FAIR RELATIVE TO VALUE

## TEAM RELATIONSHIPS & CUSTOMER EXPERIENCE

Software users made their voices heard in the Oct 2020 Enterprise Resource Planning Emotional Footprint Report, where vendors were rated across the customer experience.

Across interactions with their teams, Acumatica earned 89% positive sentiments. Across 5 categories and 25 metrics, they earned an overall net emotional footprint of +79.
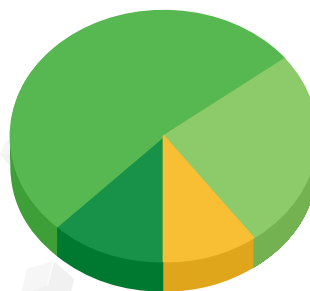
Effective & Knowledgeable Teams
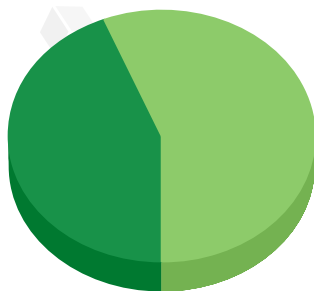
100%
SALES TEAM

90%
TECHNICAL AND PRODUCT SPECIALISTS
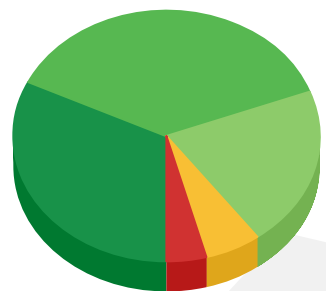
90%
CLIENT SERVICE TEAM

CLIENT'S INTEREST FIRST   FRIENDLY NEGOTIATION
EFFICIENT   CLIENT FRIENDLY POLICIES   ALTRUISTIC
SECURITY PROTECTS   TRANSPARENT   TRUSTWORTHY
CONTINUALLY IMPROVING   RESPECTFUL   INSPIRING
INCLUDES PRODUCT ENHANCEMENTS   FAIR
INTEGRITY   ENABLES PRODUCTIVITY
CARING
EFFECTIVE   RELIABLE   CRITICAL
SAVES TIME   LOVE   UNIQUE FEATURES
GENEROSITY   APPRECIATES INCUMBENT STATUS

The SoftwareReviews Word Cloud aggregates the most commonly experienced pain points and prevailing opinions held by software users. This at-a-glance summary highlights vendor-client relationship and product effectiveness.

NEGATIVE   NEUTRAL   POSITIVE

SoftwareReviews

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October 2020