



Acumatica is a Champion in Enterprise Resource Planning



TEAM RELATIONSHIPS & CUSTOMER EXPERIENCE

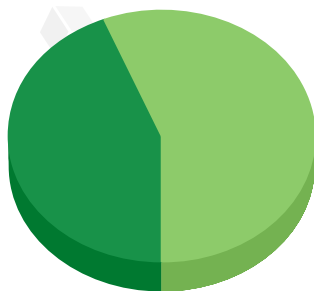
Software users made their voices heard in the Oct 2020 Enterprise Resource Planning Emotional Footprint Report, where vendors were rated across the customer experience.

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.

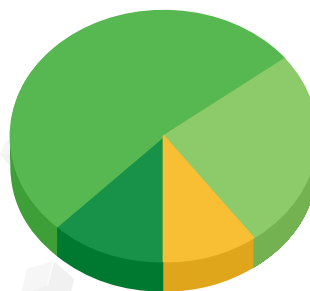
81%

SATISFACTION THAT
COST IS FAIR RELATIVE
TO VALUE

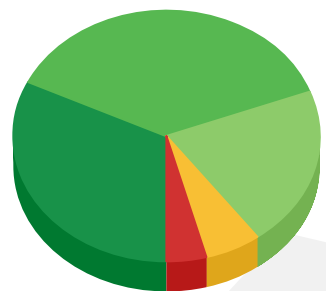
Effective & Knowledgeable Teams



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
CARING INTEGRITY ENABLES PRODUCTIVITY
EFFECTIVE CRITICAL
SAVES TIME LOVE RELIABLE 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.



Powered By Info-Tech Research Group

October 2020

About SoftwareReviews:
SoftwareReviews is a division of Info-Tech Research Group, a world-class IT research and analyst firm established in 1997. Backed by two decades of IT research and advisory experience, SoftwareReviews is a leading source of expertise and insight into the enterprise software landscape and client-vendor relationships.

By collecting data from real IT and business professionals, the SoftwareReviews methodology produces the most detailed and authentic insights into the experience of evaluating and purchasing enterprise software.