

# ERP Systems Relationship Index: Mid-Market














Relationship scores for ERP systems are shown below. The chart highlights some of the factors which contribute to a product's overall Relationship score. Ease of doing business with, quality of support, and likelihood to recommend data is shown in the table below.

	● Ease of Business	● Likely to Recommend	● Quality of Support	● Other Factors	Score
Acumatica					9.00
SAP Business One					8.83
ePROMIS ERP					8.76
Sage Intacct					8.65
Total ETO					8.45
Unanet GovCon					8.30
MIE Trak Pro					8.26
Multiview Financials					8.23
TallyPrime					8.17
SAP S/4HANA					8.09
SAP ByD					7.97
NetSuite					7.96
Odoo ERP					7.89

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

	● Ease of Business	● Likely to Recommend	● Quality of Support	● Other Factors	Score
 <b>SYSPRO</b>					7.87
 <b>SAP</b>					7.79
 <b>Genius ERP</b>					7.78
 <b>Oracle PeopleSoft</b>					7.72
 <b>FinancialForce Financial Management ERP</b>					7.55
 <b>Deltek Costpoint</b>					7.43
 <b>Infor LN</b>					7.31
 <b>Kinetic</b>					7.28
 <b>Priority ERP</b>					7.27
 <b>Rootstock</b>					7.27
 <b>Munis</b>					7.07
 <b>Dynamics NAV</b>					6.97
 <b>Epicor BisTrack</b>					6.81

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

	● Ease of Business	● Likely to Recommend	● Quality of Support	● Other Factors	Score
 Oracle EBS					6.77
 Infor M3					6.75
 Epicor Prophet 21					6.72
 Infor SyteLine / Infor CloudSuite Industrial					6.72
 Microsoft Dynamics GP					6.69
 IFS					6.68
 Epicor Eclipse					6.67
 Microsoft Dynamics 365 Supply Chain Management					6.67
 Oracle ERP Cloud					6.65
 Infor VISUAL					6.48
 sage Sage 300cloud					6.33
 UNIT4 Unit4 ERP					6.27
 sage Sage 100cloud					6.26

\* Products are ordered by Index score. Products are ordered alphabetically if two or more products have the same Index score.

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

## Relationship 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

## Relationship Index Description

A product's Relationship score is calculated by a proprietary algorithm that factors in real-user satisfaction ratings for a number of relationship-related review questions. Software buyers can compare products in the ERP Systems category according to their Relationship scores to streamline the buying process and quickly identify the products that provide the best relationship with software sellers based on the experiences of their peers. For sellers, media, investors, and analysts, the Index provides benchmarks for product comparison and market trend analysis.

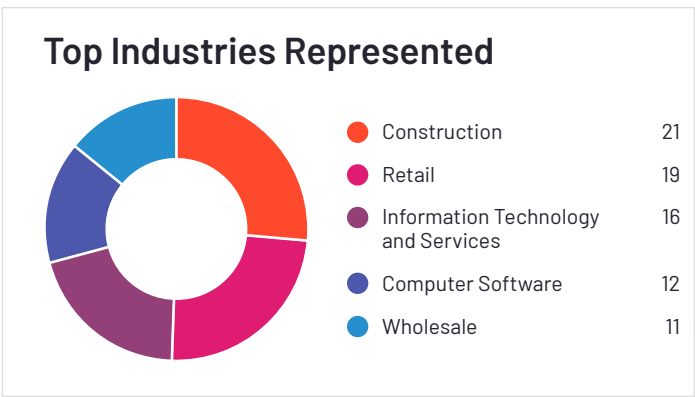
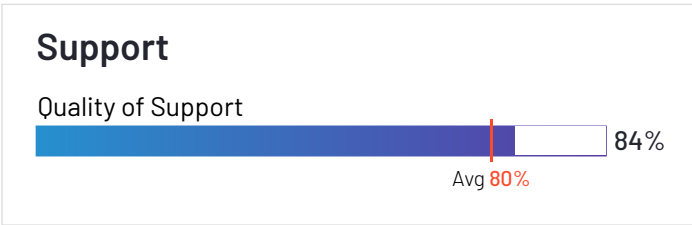
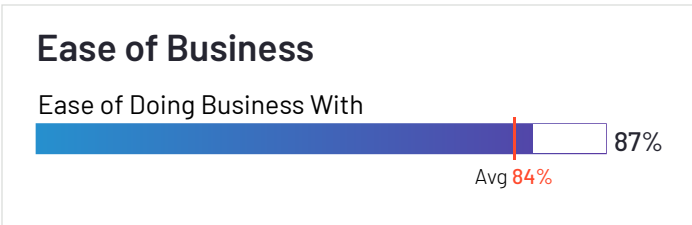
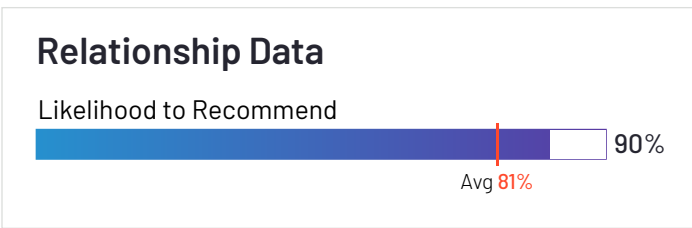
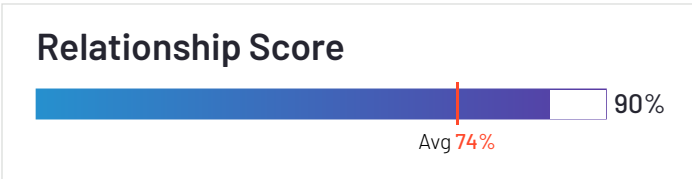
Badges are awarded to products for: Best Relationship (highest overall relationship score), Highest Quality of Support (highest overall quality of support score), and Easiest Doing Business With (highest ease of doing business with score).

Products included in the Mid-Market Relationship Index for ERP Systems | Spring 2022 have received both a minimum of 10 reviews and 5 responses from real users for each of the relationship-related questions featured in our review form by March 01, 2022. These ratings may change as the products are further developed, the sellers grow, and as additional opinions are shared by users, and a new Relationship Index report will be issued for this category as significant data is collected.



# Acumatica

4.4 ★★★★★ (592)



<p><b>Ownership</b> Acumatica</p>	<p><b>HQ Location</b> Kirkland, Washington</p>	<p><b>Year Founded</b> 2007</p>	<p><b>Employees (Listed On LinkedIn™)</b> 366</p>	<p><b>Company Website</b> <a href="http://www.acumatica.com">www.acumatica.com</a></p>
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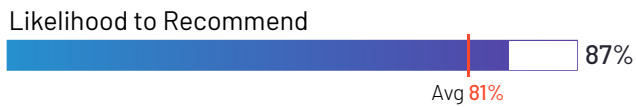
# SAP Business One

4.4 ★★★★★ (464)

## Relationship Score



## Relationship Data



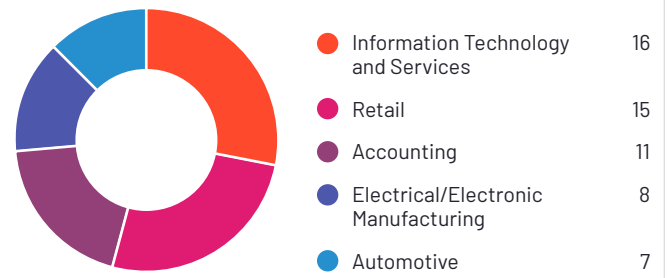
## Ease of Business



## Support



## Top Industries Represented



**Ownership**  
SAP



**HQ Location**  
Walldorf, Germany



**Year Founded**  
1972



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



**Employees (Listed On LinkedIn™)**  
119647

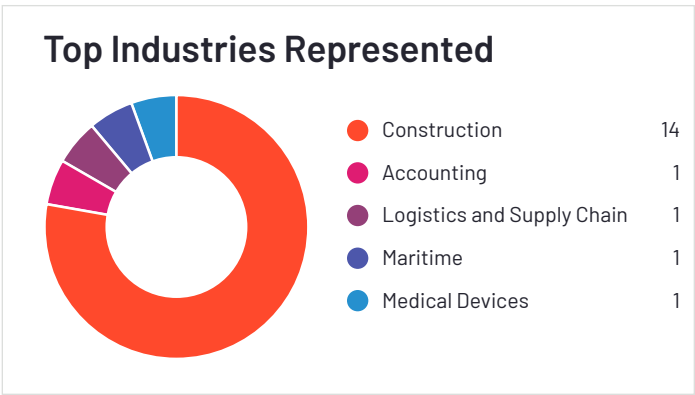
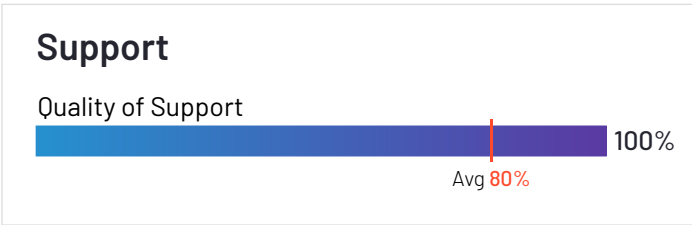
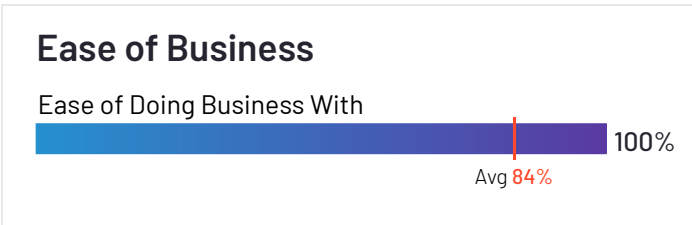
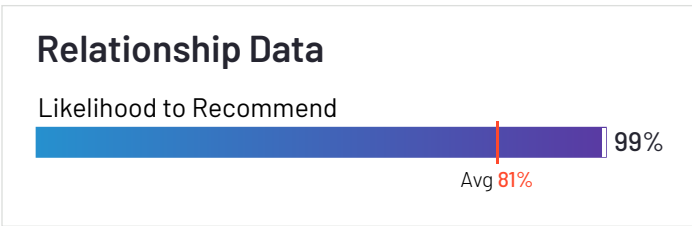
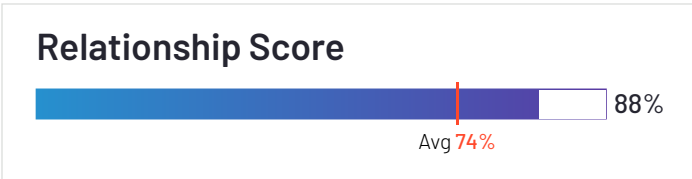


**Company Website**  
[www.sapstore.com](http://www.sapstore.com)



# ePROMIS ERP

5.0 ★★★★★ (46)



<p><b>Ownership</b> ePROMIS Solutions</p>	<p><b>HQ Location</b> Houston, Texas</p>	<p><b>Year Founded</b> 1981</p>	<p><b>Employees (Listed On LinkedIn™)</b> 92</p>	<p><b>Company Website</b> <a href="http://www.epromis.com">www.epromis.com</a></p>
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# Sage Intacct

4.3 ★★★★★ (1,468)

## Relationship Score



## Relationship Data



## Ease of Business



## Support



## Top Industries Represented



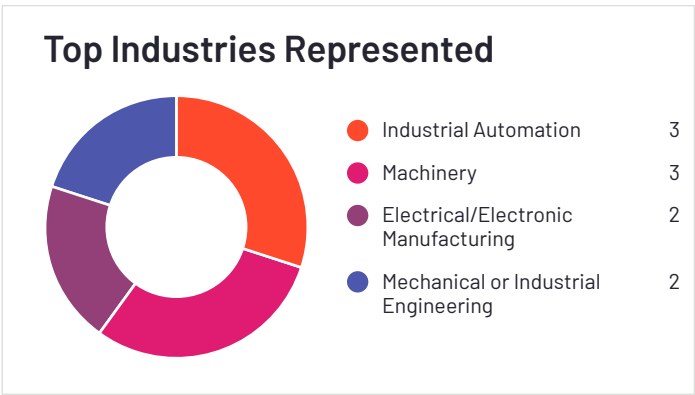
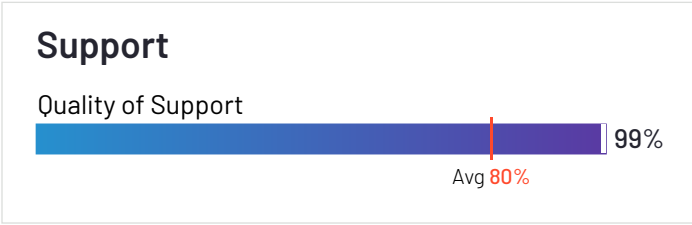
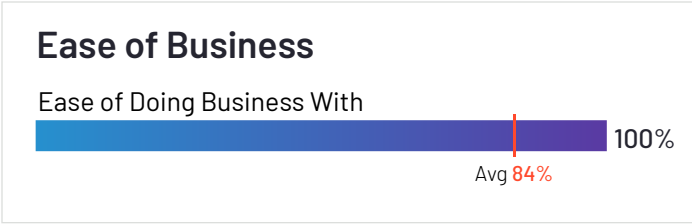
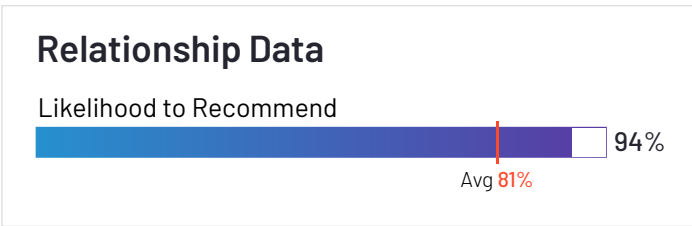
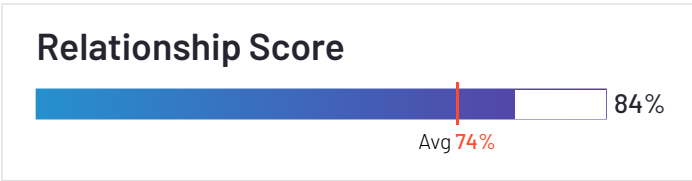
<p><b>Ownership</b> Sage Software</p>	<p><b>HQ Location</b> Newcastle, United Kingdom</p>	<p><b>Year Founded</b> 1981</p>	<p><b>Total Revenue</b> \$1,903 (USD MM)</p>	<p><b>Employees (Listed On LinkedIn™)</b> 14863</p>	<p><b>Company Website</b> <a href="http://www.sage.com">www.sage.com</a></p>
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# Total ETO

4.7 ★★★★★ (15)



<p><b>Ownership</b> Total ETO</p>	<p><b>HQ Location</b> Oakville, Ontario</p>	<p><b>Year Founded</b> 1998</p>	<p><b>Employees (Listed On LinkedIn™)</b> 17</p>	<p><b>Company Website</b> <a href="https://totaleto.com">totaleto.com</a></p>
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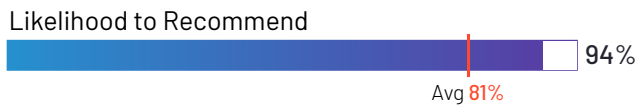
# Unanet GovCon

4.3 ★★★★★ (97)

## Relationship Score



## Relationship Data



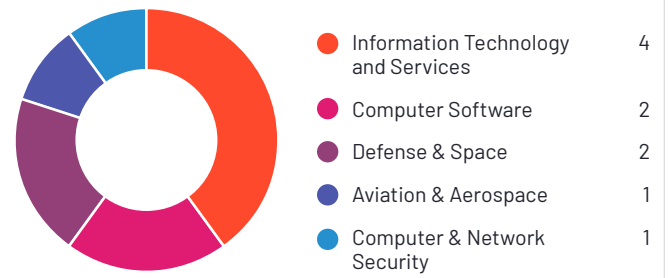
## Ease of Business



## Support



## Top Industries Represented



**Ownership**  
Unanet



**HQ Location**  
Dulles, VA



**Year Founded**  
1988



**Employees (Listed On LinkedIn™)**  
360



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



# MIE Trak Pro

4.3 ★★★★★ (95)

## Relationship Score



## Relationship Data



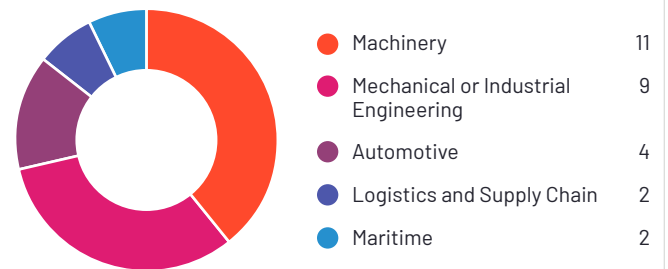
## Ease of Business



## Support



## Top Industries Represented



**Ownership**  
MIE Solutions



**HQ Location**  
Garden Grove, CA



**Year Founded**  
2007



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



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



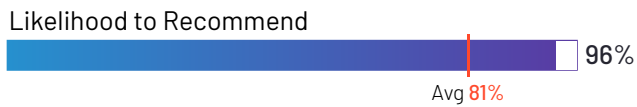
# Multiview Financials

4.9 ★★★★★ (19)

## Relationship Score



## Relationship Data



## Ease of Business



## Support



## Top Industries Represented



<p><b>Ownership</b> Multiview Financial</p>	<p><b>HQ Location</b> Ottawa, ON</p>	<p><b>Year Founded</b> 1990</p>	<p><b>Employees (Listed On LinkedIn™)</b> 68</p>	<p><b>Company Website</b> <a href="http://multiviewcorp.com">multiviewcorp.com</a></p>
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# Tally

4.4 ★★★★★ (150)

## Relationship Score



## Relationship Data



## Ease of Business



## Support



## Top Industries Represented



**Ownership**  
Tally Solutions



**HQ Location**  
Bangalore, India



**Year Founded**  
1986



**Employees (Listed On LinkedIn™)**  
2079



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



# SAP S/4HANA

4.5 ★★★★★ (267)

## Relationship Score



## Relationship Data



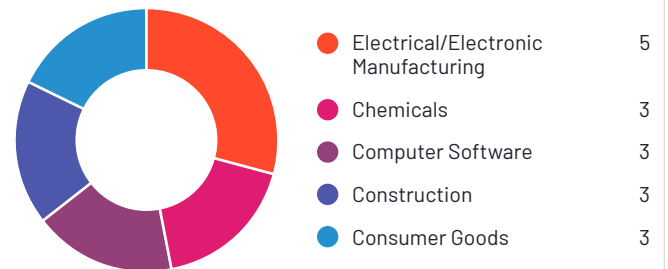
## Ease of Business



## Support



## Top Industries Represented



**Ownership**  
SAP



**HQ Location**  
Walldorf, Germany



**Year Founded**  
1972



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



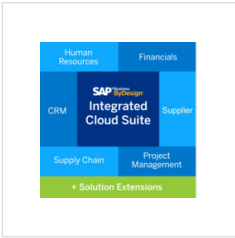
**Employees (Listed On LinkedIn™)**  
119647



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

# SAP Business ByDesign

4.0 ★★★★★ (175)



## Relationship Score



## Relationship Data



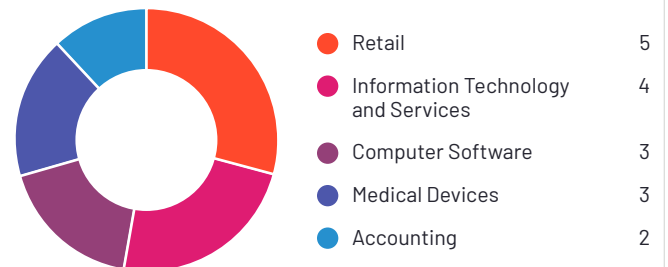
## Ease of Business



## Support



## Top Industries Represented



**Ownership**  
SAP



**HQ Location**  
Walldorf, Germany



**Year Founded**  
1972



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



**Employees (Listed On LinkedIn™)**  
119647

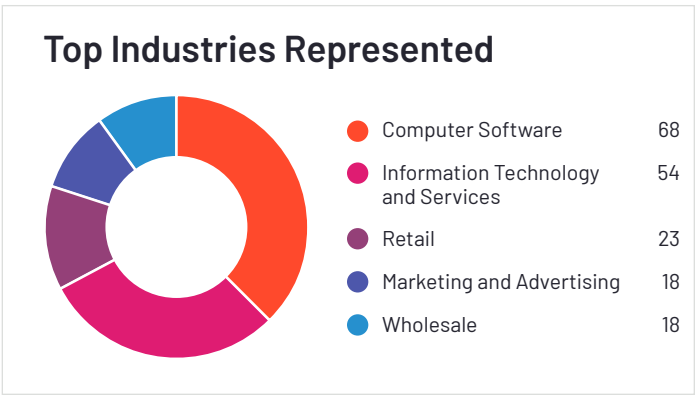
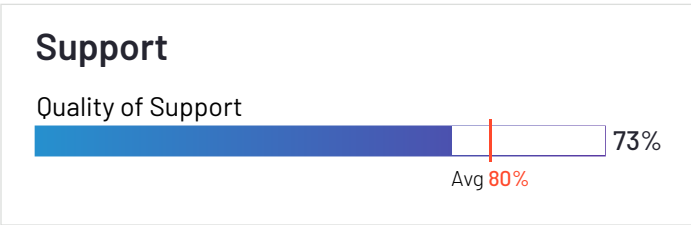
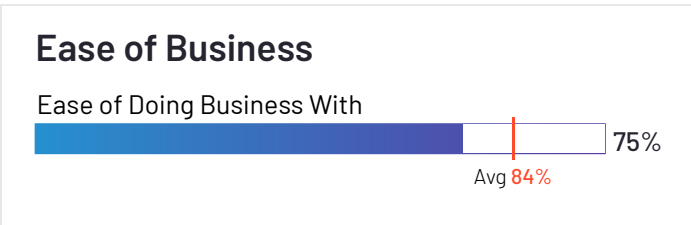
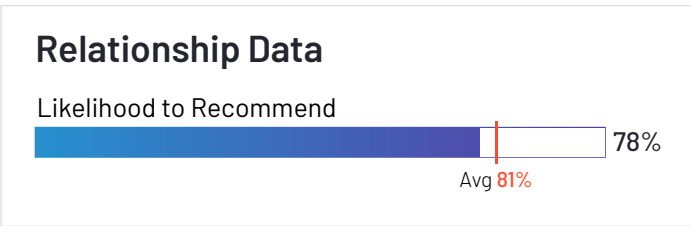
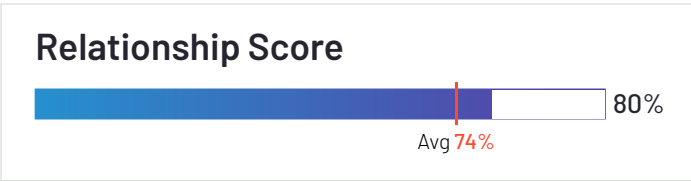


**Company Website**  
[www.sapstore.com](http://www.sapstore.com)



# NetSuite

3.9 ★★★★★ (1,823)



<p><b>Ownership</b> Oracle</p>	<p><b>HQ Location</b> Austin, TX</p>	<p><b>Year Founded</b> 1977</p>	<p><b>Total Revenue</b> \$39,068 (USD MM)</p>	<p><b>Employees (Listed On LinkedIn™)</b> 214452</p>	<p><b>Company Website</b> <a href="http://www.oracle.com">www.oracle.com</a></p>
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# Odoo ERP

4.2 ★★★★★ (177)

## Relationship Score



## Relationship Data



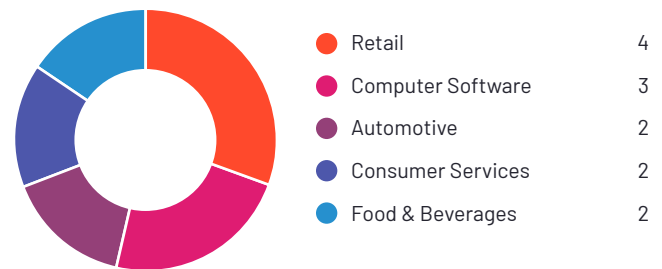
## Ease of Business



## Support



## Top Industries Represented



**Ownership**  
Odoo



**HQ Location**  
Brussels, Belgium



**Year Founded**  
2005



**Employees (Listed On LinkedIn™)**  
2030



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



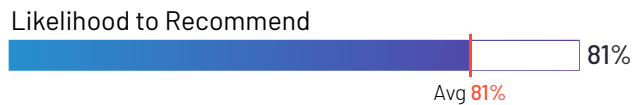
# SYSPRO

4.1 ★★★★★ (179)

## Relationship Score



## Relationship Data



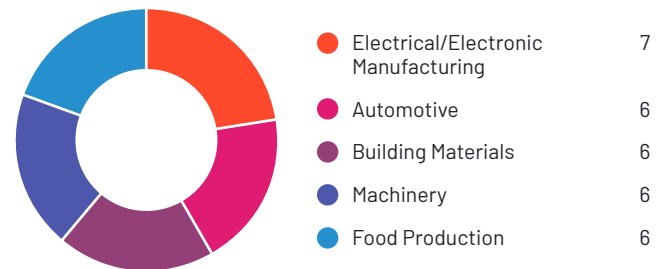
## Ease of Business



## Support



## Top Industries Represented



**Ownership**  
SYSPRO



**HQ Location**  
Costa Mesa, CA



**Year Founded**  
1978



**Employees (Listed On LinkedIn™)**  
179



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



# SAP ERP

4.1 ★★★★★ (686)

## Relationship Score



## Relationship Data



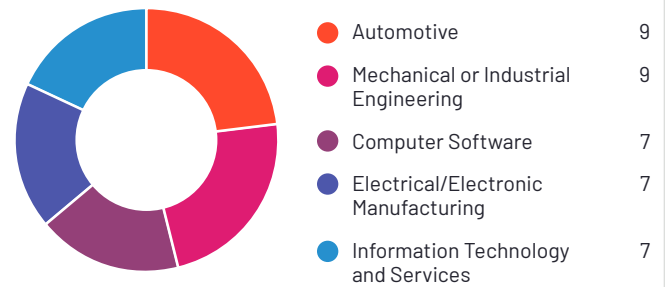
## Ease of Business



## Support



## Top Industries Represented



**Ownership**  
SAP



**HQ Location**  
Walldorf, Germany



**Year Founded**  
1972



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



**Employees (Listed On LinkedIn™)**  
119647



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



# Genius ERP

4.3 ★★★★★ (24)

## Relationship Score



## Relationship Data



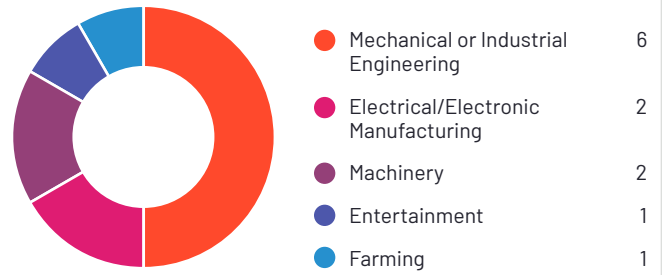
## Ease of Business



## Support



## Top Industries Represented

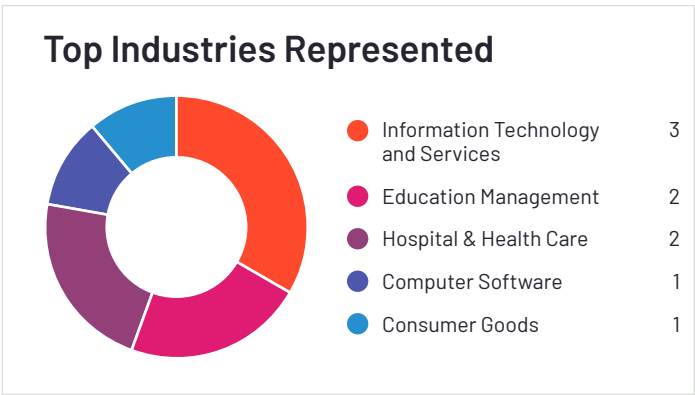
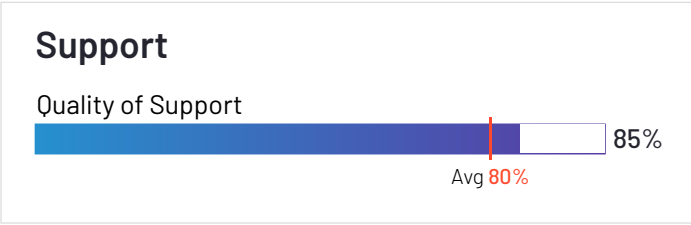
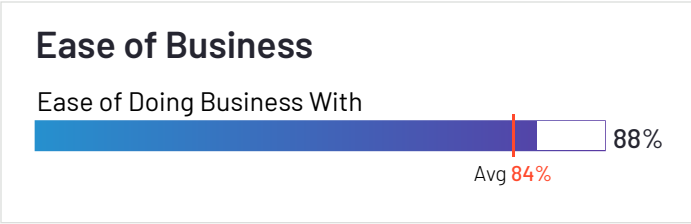
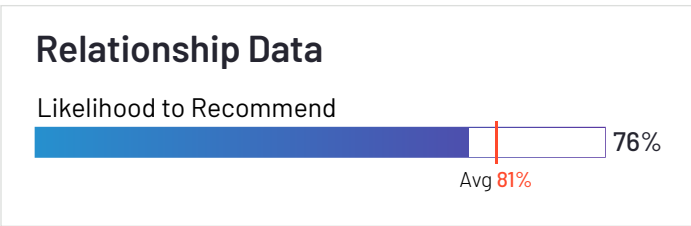
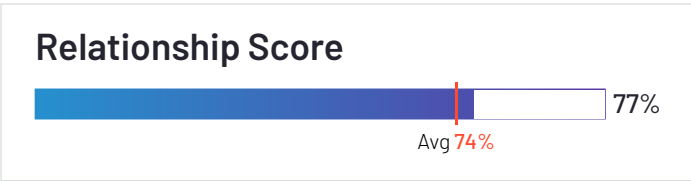


<p><b>Ownership</b> Genius Solutions</p>	<p><b>HQ Location</b> Quebec, Canada</p>	<p><b>Year Founded</b> 1992</p>	<p><b>Employees (Listed On LinkedIn™)</b> 169</p>	<p><b>Company Website</b> <a href="http://www.geniuserp.com">www.geniuserp.com</a></p>
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# Oracle PeopleSoft

3.7 ★★★★★ (645)



<p><b>Ownership</b> Oracle</p>	<p><b>HQ Location</b> Austin, TX</p>	<p><b>Year Founded</b> 1977</p>	<p><b>Total Revenue</b> \$39,068 (USD MM)</p>	<p><b>Employees (Listed On LinkedIn™)</b> 214452</p>	<p><b>Company Website</b> <a href="http://www.oracle.com">www.oracle.com</a></p>
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# FinancialForce Financial Management ERP

3.9 ★★★★★ (356)

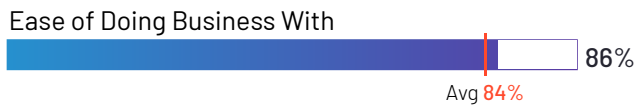
## Relationship Score



## Relationship Data



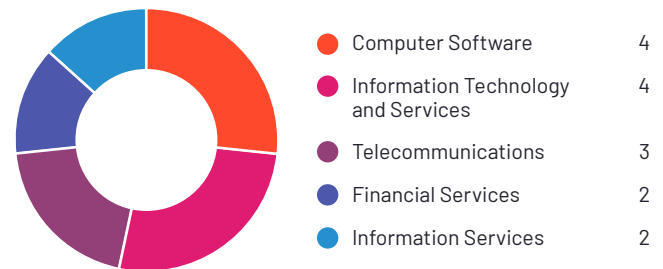
## Ease of Business



## Support



## Top Industries Represented



**Ownership**  
FinancialForce.com



**HQ Location**  
San Francisco, CA



**Year Founded**  
2009



**Employees (Listed On LinkedIn™)**  
867



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



# Deltek Costpoint

3.8 ★★★★★ (96)

## Relationship Score



## Relationship Data



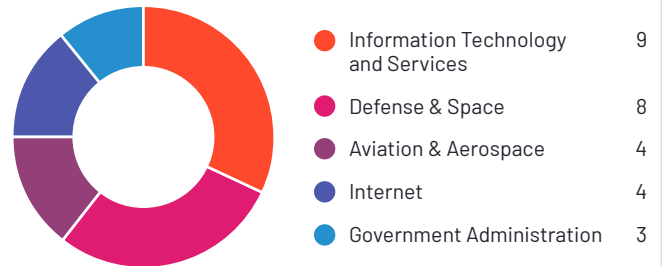
## Ease of Business



## Support



## Top Industries Represented



**Ownership**  
Deltek



**HQ Location**  
Herndon, VA



**Year Founded**  
1983



**Employees (Listed On LinkedIn™)**  
3509



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



# Infor LN

4.0 ★★★★★ (84)

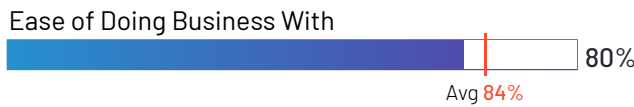
## Relationship Score



## Relationship Data



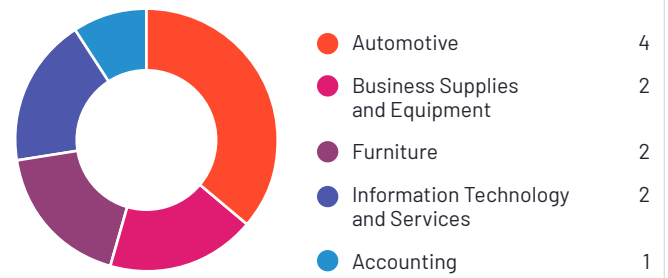
## Ease of Business



## Support



## Top Industries Represented



**Ownership**  
Infor



**HQ Location**  
New York, NY



**Year Founded**  
2002



**Employees (Listed On LinkedIn™)**  
18621



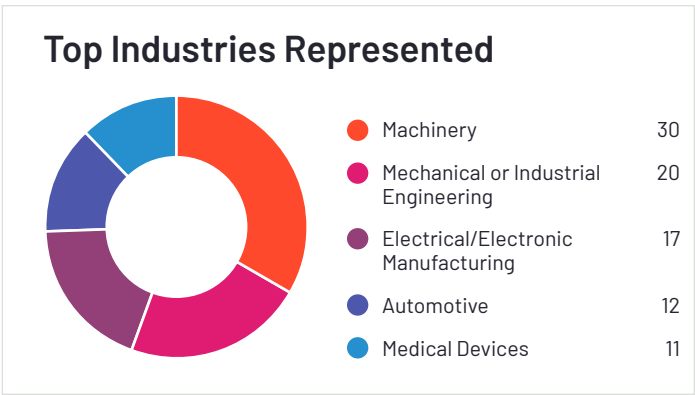
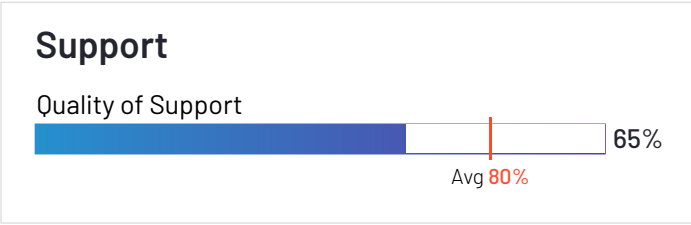
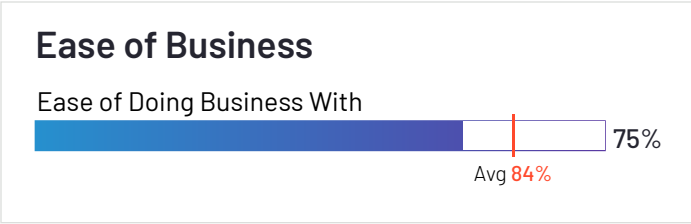
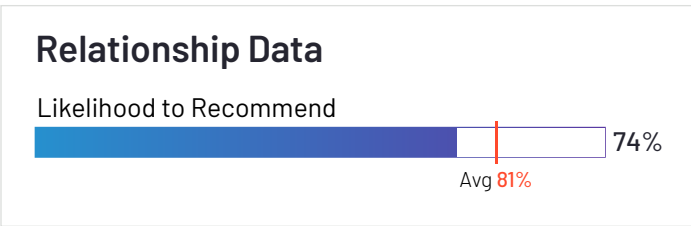
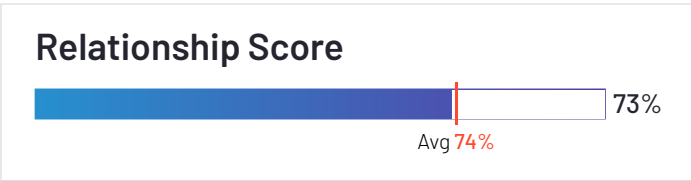
**Company Website**  
[www.infor.com](http://www.infor.com)





# Kinetic

3.7 ★★★★★ (357)

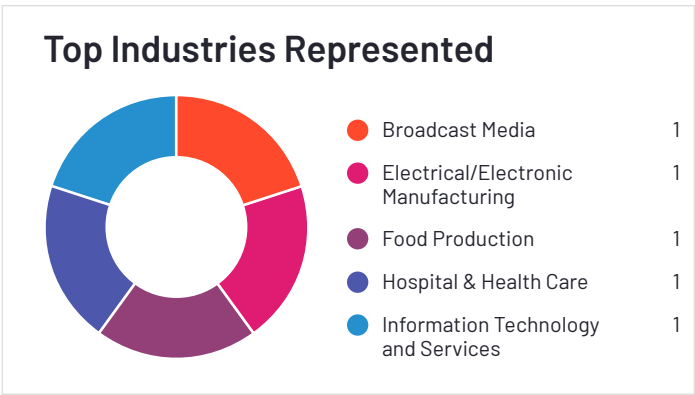
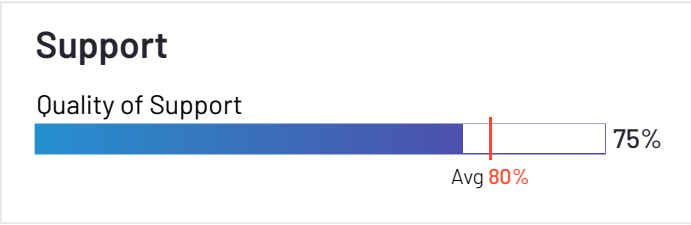
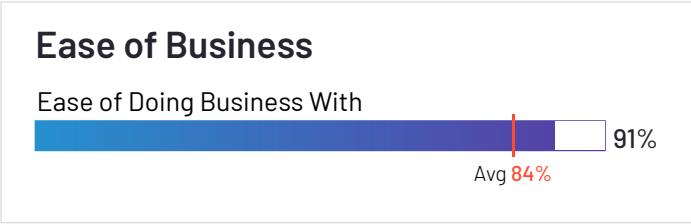
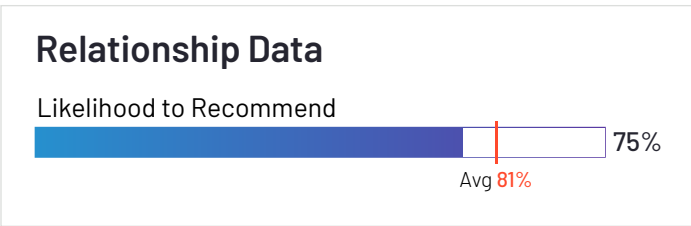
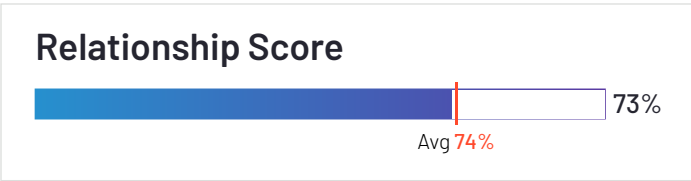


<p><b>Ownership</b> Epicor</p>	<p><b>HQ Location</b> Austin, TX</p>	<p><b>Year Founded</b> 1972</p>	<p><b>Employees (Listed On LinkedIn™)</b> 4831</p>	<p><b>Company Website</b> <a href="http://www.epicor.com">www.epicor.com</a></p>
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# Priority ERP

4.2 ★★★★★ (23)



<p><b>Ownership</b> Priority Software</p>	<p><b>HQ Location</b> Rosh HaAyin, Israel</p>	<p><b>Year Founded</b> 1986</p>	<p><b>Employees (Listed On LinkedIn™)</b> 216</p>	<p><b>Company Website</b> <a href="http://www.priority-software.com">www.priority-software.com</a></p>
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# Rootstock Cloud ERP

3.6 ★★★★★ (35)

## Relationship Score



## Relationship Data



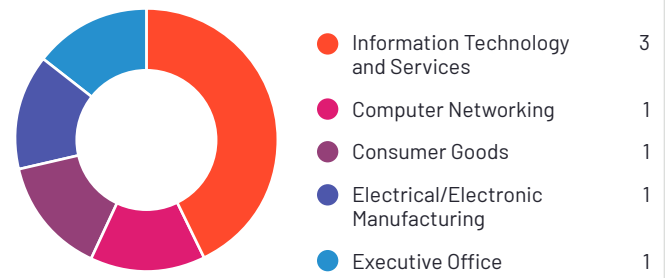
## Ease of Business



## Support



## Top Industries Represented



**Ownership**  
Rootstock Software



**HQ Location**  
San Ramon, CA



**Year Founded**  
2008



**Employees (Listed On LinkedIn™)**  
111



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



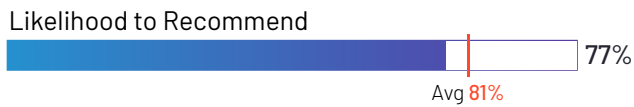
# Munis

3.9 ★★★★★ (103)

## Relationship Score



## Relationship Data



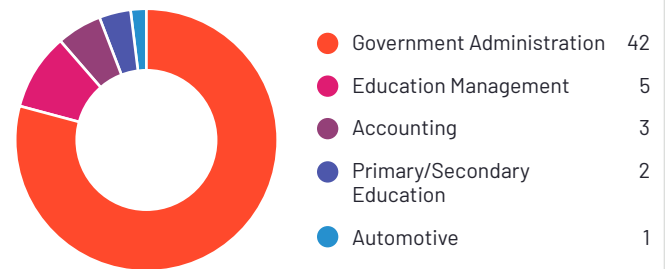
## Ease of Business



## Support



## Top Industries Represented



**Ownership**  
Tyler Technologies



**HQ Location**  
Plano, TX



**Year Founded**  
1996



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



**Employees (Listed On LinkedIn™)**  
5466



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



# Microsoft Dynamics NAV

3.7 ★★★★★ (172)

## Relationship Score



## Relationship Data



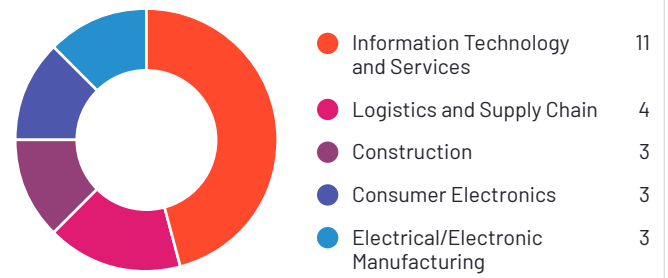
## Ease of Business



## Support



## Top Industries Represented



**Ownership**  
Microsoft



**HQ Location**  
Redmond, WA



**Year Founded**  
1975



**Total Revenue**  
\$143,015 (USD MM)



**Employees (Listed On LinkedIn™)**  
218146

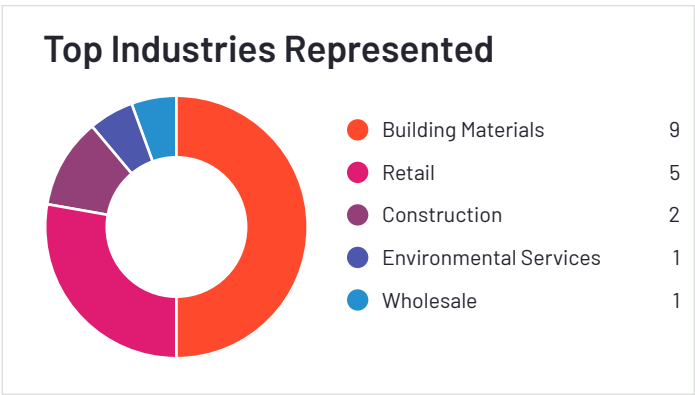
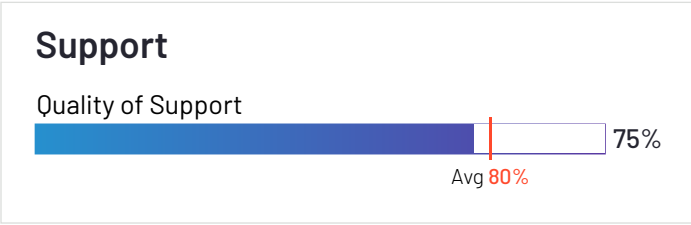
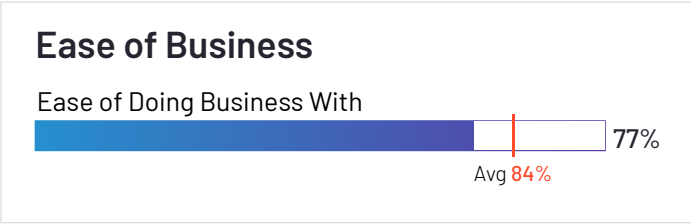
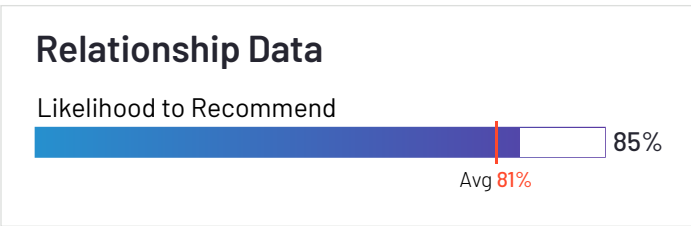
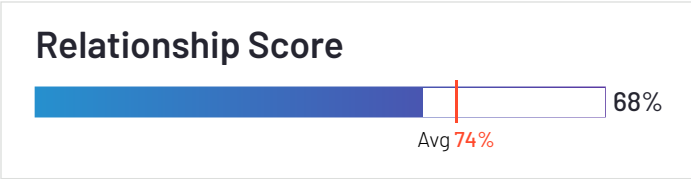


**Company Website**  
[clarity.microsoft.com](http://clarity.microsoft.com)



# Epicor BisTrack

4.1 ★★★★★ (34)

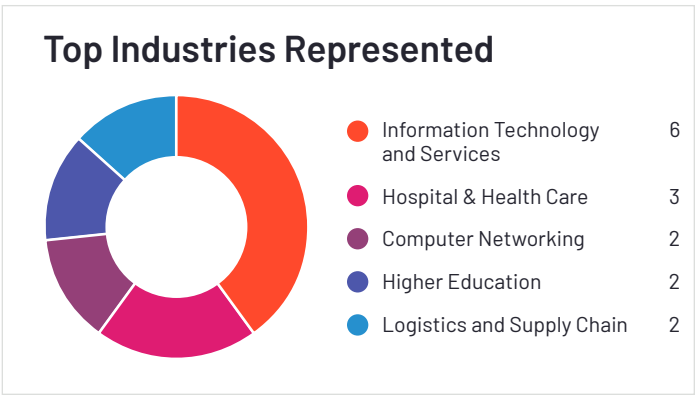
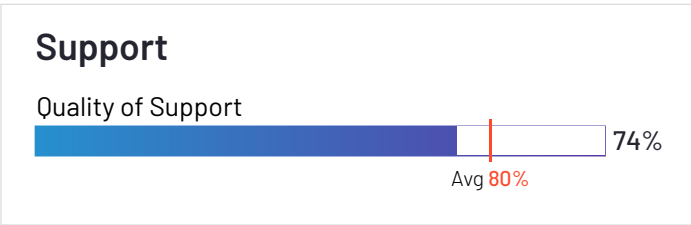
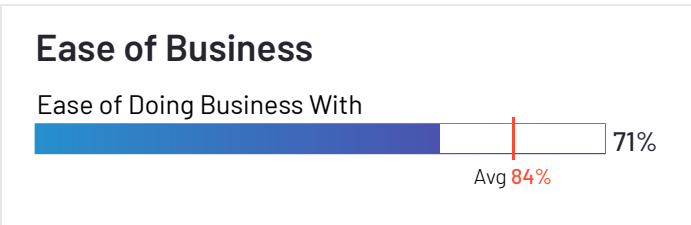
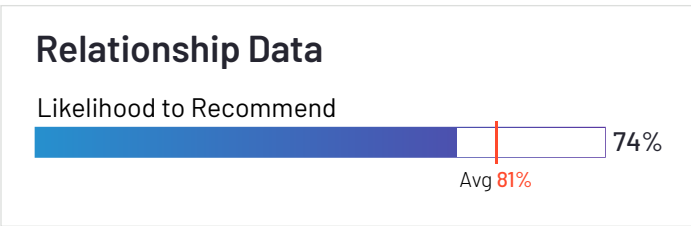
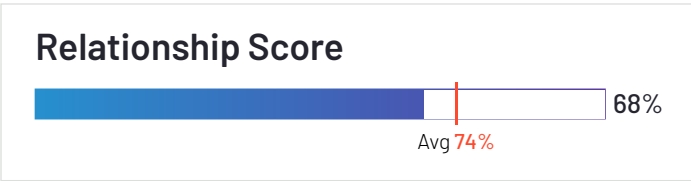


<p><b>Ownership</b> Epicor</p>	<p><b>HQ Location</b> Austin, TX</p>	<p><b>Year Founded</b> 1972</p>	<p><b>Employees (Listed On LinkedIn™)</b> 4831</p>	<p><b>Company Website</b> <a href="http://www.epicor.com">www.epicor.com</a></p>
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# Oracle E-Business Suite

3.7 ★★★★★ (215)



<p><b>Ownership</b> Oracle</p>	<p><b>HQ Location</b> Austin, TX</p>	<p><b>Year Founded</b> 1977</p>	<p><b>Total Revenue</b> \$39,068 (USD MM)</p>	<p><b>Employees (Listed On LinkedIn™)</b> 214452</p>	<p><b>Company Website</b> <a href="http://www.oracle.com">www.oracle.com</a></p>
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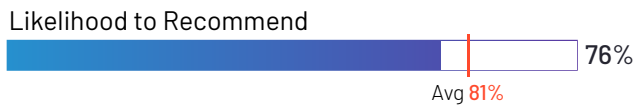
# Infor M3

3.8 ★★★★★ (115)

## Relationship Score



## Relationship Data



## Ease of Business



## Support



## Top Industries Represented



**Ownership**  
Infor



**HQ Location**  
New York, NY



**Year Founded**  
2002



**Employees (Listed On LinkedIn™)**  
18621



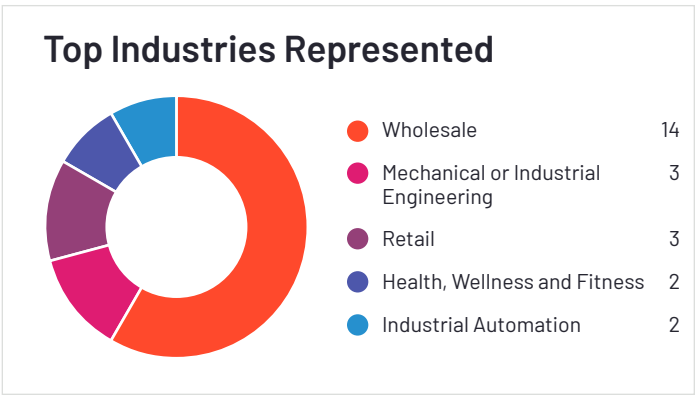
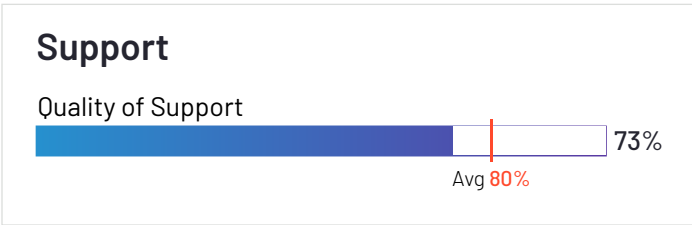
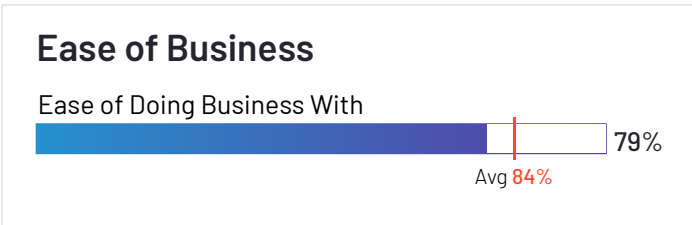
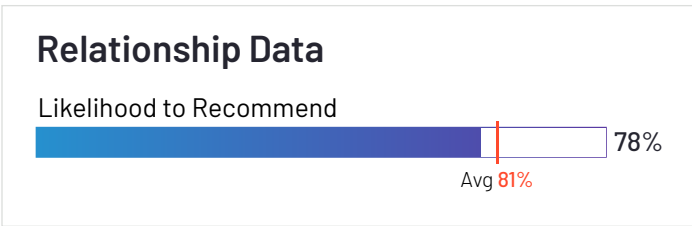
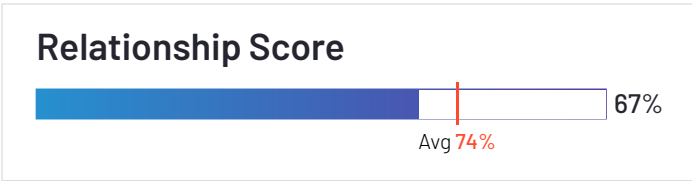
**Company Website**  
[www.infor.com](http://www.infor.com)





# Epicor Prophet 21

3.9 ★★★★★ (88)



<p><b>Ownership</b> Epicor</p>	<p><b>HQ Location</b> Austin, TX</p>	<p><b>Year Founded</b> 1972</p>	<p><b>Employees (Listed On LinkedIn™)</b> 4831</p>	<p><b>Company Website</b> <a href="http://www.epicor.com">www.epicor.com</a></p>
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# Infor SyteLine / Infor CloudSuite Industrial

3.8 ★★★★★ (47)

## Relationship Score



## Relationship Data



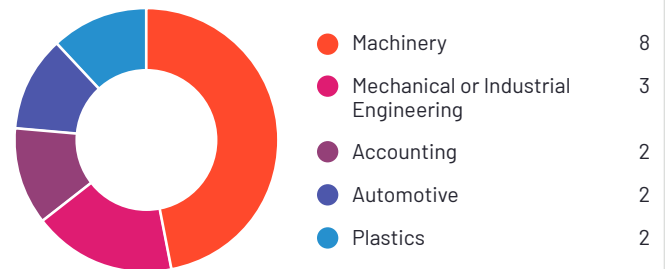
## Ease of Business



## Support



## Top Industries Represented



**Ownership**  
Infor



**HQ Location**  
New York, NY



**Year Founded**  
2002



**Employees (Listed On LinkedIn™)**  
18621



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



# Microsoft Dynamics GP

3.6 ★★★★★ (251)

## Relationship Score



## Relationship Data



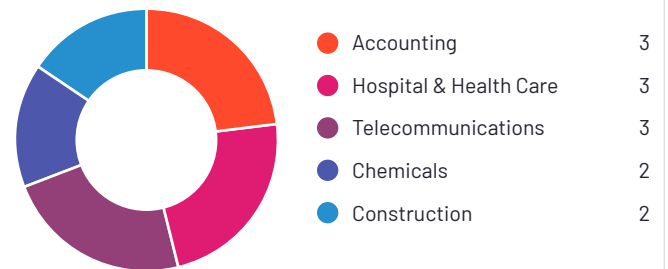
## Ease of Business



## Support



## Top Industries Represented



**Ownership**  
Microsoft



**HQ Location**  
Redmond, WA



**Year Founded**  
1975



**Total Revenue**  
\$143,015 (USD MM)



**Employees (Listed On LinkedIn™)**  
218146



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



# IFS

4.0 ★★★★★ (111)

## Relationship Score



## Relationship Data



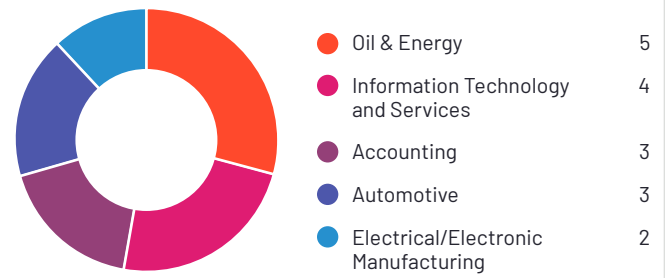
## Ease of Business



## Support



## Top Industries Represented



**Ownership**  
IFS



**HQ Location**  
Linköping, Sweden



**Year Founded**  
1983



**Employees (Listed On LinkedIn™)**  
5863

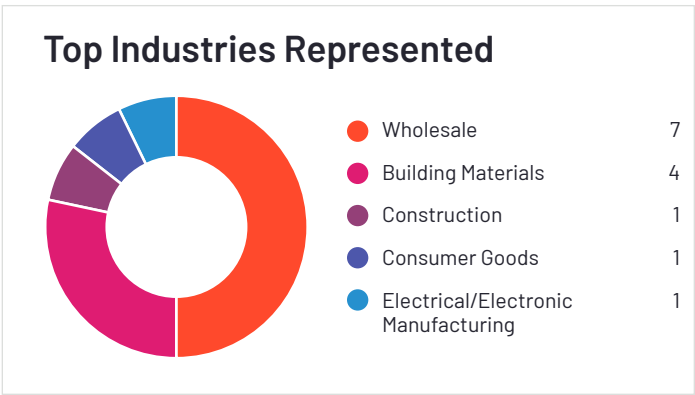
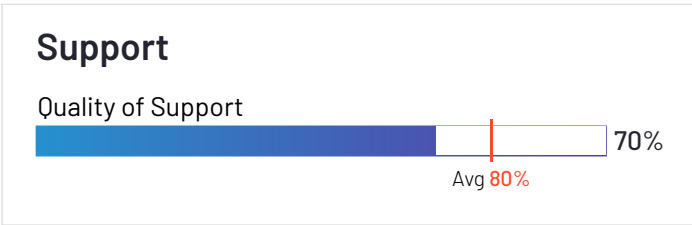
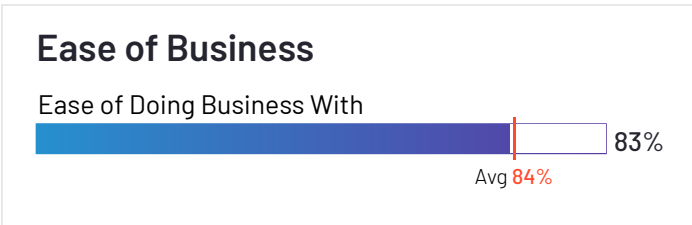
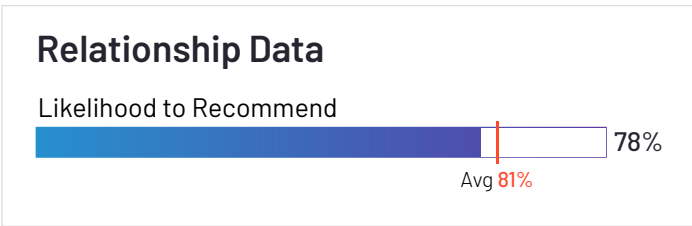
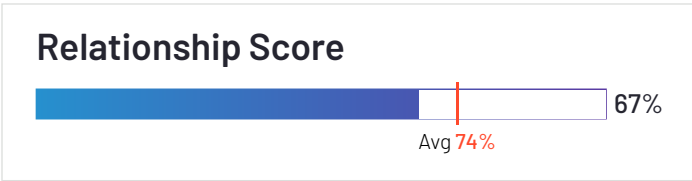


**Company Website**  
[www.ifs.com](http://www.ifs.com)



# Epicor Eclipse

3.9 ★★★★★ (28)



<p><b>Ownership</b> Epicor</p>	<p><b>HQ Location</b> Austin, TX</p>	<p><b>Year Founded</b> 1972</p>	<p><b>Employees (Listed On LinkedIn™)</b> 4831</p>	<p><b>Company Website</b> <a href="http://www.epicor.com">www.epicor.com</a></p>
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# Microsoft Dynamics 365 Supply Chain Management

3.7 ★★★★★ (99)

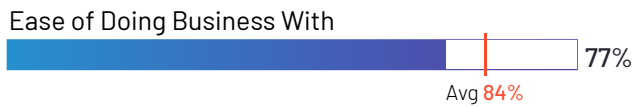
## Relationship Score



## Relationship Data



## Ease of Business



## Support



## Top Industries Represented



**Ownership**  
Microsoft



**HQ Location**  
Redmond, WA



**Year Founded**  
1975



**Total Revenue**  
\$143,015 (USD MM)



**Employees (Listed On LinkedIn™)**  
218146



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



# Oracle Financials Cloud

4.0 ★★★★★ (94)

## Relationship Score



## Relationship Data



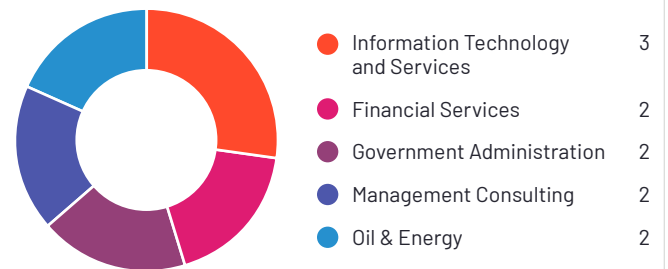
## Ease of Business



## Support



## Top Industries Represented



**Ownership**  
Oracle



**HQ Location**  
Austin, TX



**Year Founded**  
1977



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



**Employees (Listed On LinkedIn™)**  
214452



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



# Infor VISUAL

3.4 ★★★★★ (17)

## Relationship Score



## Relationship Data



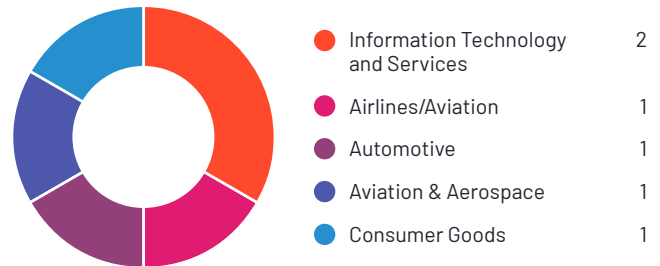
## Ease of Business



## Support



## Top Industries Represented



**Ownership**  
Infor



**HQ Location**  
New York, NY



**Year Founded**  
2002



**Employees (Listed On LinkedIn™)**  
18621



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





# Sage 300cloud

3.7 ★★★★★ (79)

## Relationship Score



## Relationship Data



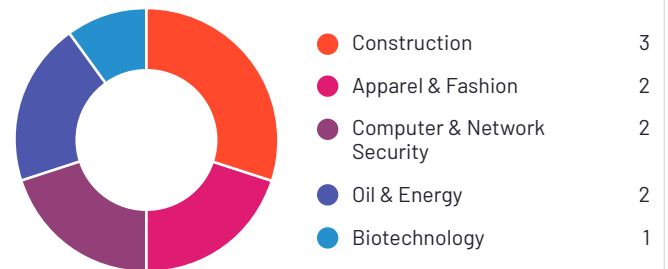
## Ease of Business



## Support



## Top Industries Represented



<p><b>Ownership</b> Sage Software</p>	<p><b>HQ Location</b> Newcastle, United Kingdom</p>	<p><b>Year Founded</b> 1981</p>	<p><b>Total Revenue</b> \$1,903 (USD MM)</p>	<p><b>Employees (Listed On LinkedIn™)</b> 14863</p>	<p><b>Company Website</b> <a href="http://www.sage.com">www.sage.com</a></p>
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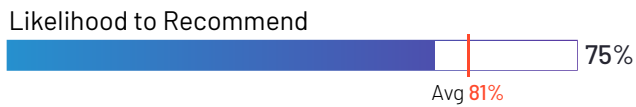
# Unit4 ERP

3.7 ★★★★★ (71)

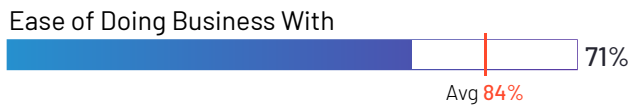
## Relationship Score



## Relationship Data



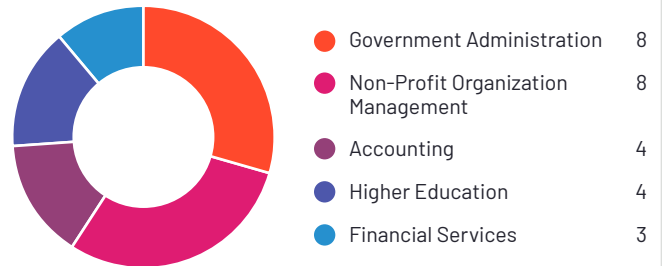
## Ease of Business



## Support



## Top Industries Represented



**Ownership**  
Unit4



**HQ Location**  
Utrecht, Netherlands



**Year Founded**  
1980



**Employees (Listed On LinkedIn™)**  
3447



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



# Sage 100cloud

3.6 ★★★★★ (189)

## Relationship Score



## Relationship Data



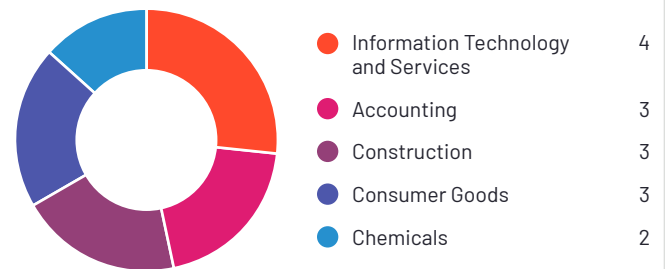
## Ease of Business



## Support



## Top Industries Represented



<p><b>Ownership</b> Sage Software</p>	<p><b>HQ Location</b> Newcastle, United Kingdom</p>	<p><b>Year Founded</b> 1981</p>	<p><b>Total Revenue</b> \$1,903 (USD MM)</p>	<p><b>Employees (Listed On LinkedIn™)</b> 14863</p>	<p><b>Company Website</b> <a href="http://www.sage.com">www.sage.com</a></p>
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# Relationship Index Methodology

## Relationship Index Inclusion Criteria

Products included in the Mid-Market Relationship Index for ERP Systems | Spring 2022 have received a minimum of 10 reviews and 5 responses for each of the relationship-related questions featured in our survey by March 01, 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

## Relationship 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 Relationship score. The Mid-Market Relationship Index for ERP Systems | Spring 2022 report is based off of scores calculated using the G2 relationship algorithm v1.0 from data collected through March 01, 2022. The Relationship score is affected by the following (in order of importance):

- ▶ Customers' reported ease of doing business with the seller based on reviews by G2 users
- ▶ Customers' satisfaction with the product's quality of support based on reviews by G2 users
- ▶ Customers' likelihood to recommend each product based on reviews 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.

*(ERP Systems Mid-Market Relationship Index Methodology continues on next page)*



# Relationship 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.