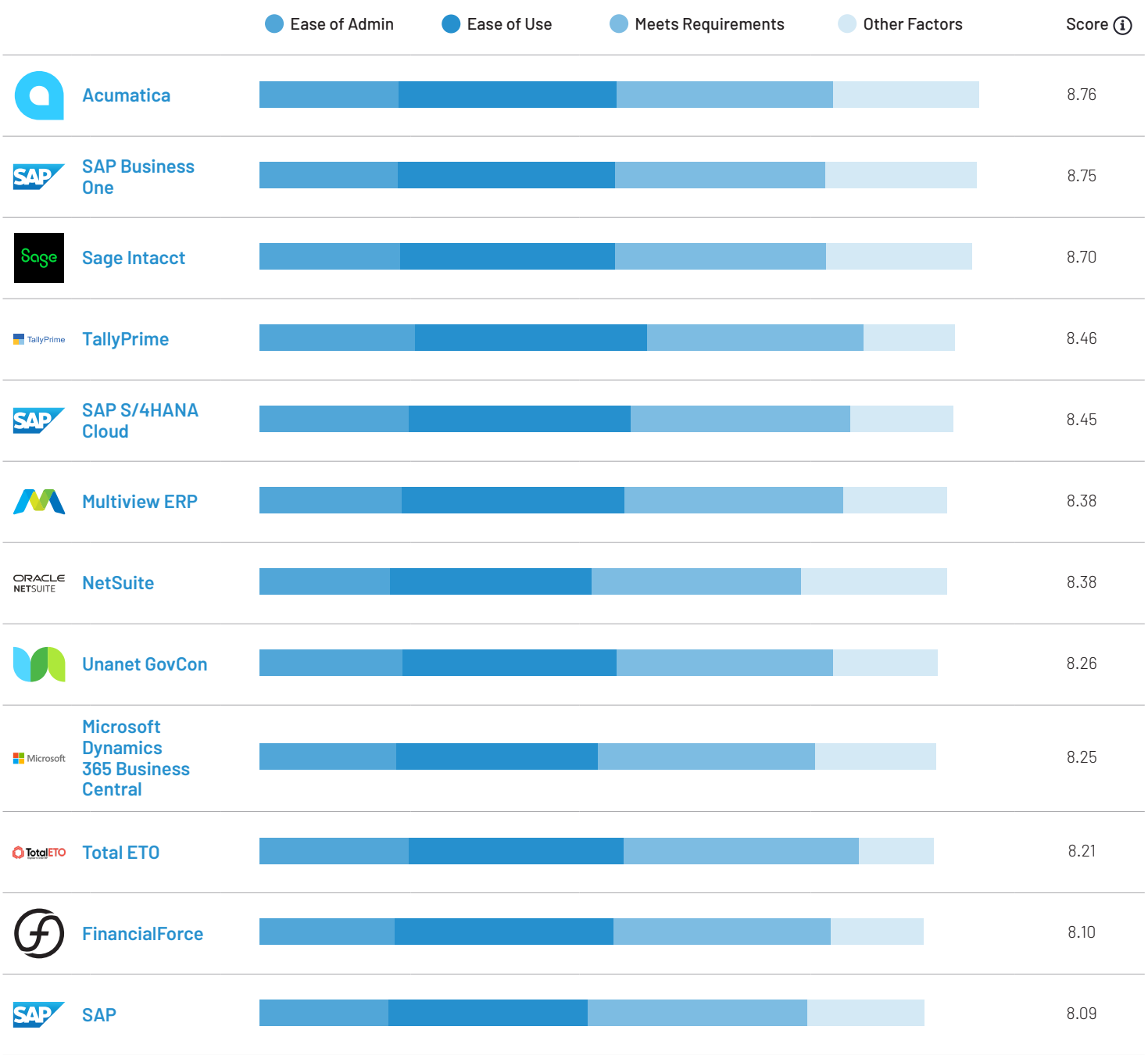
ERP Systems Usability Index: Mid-Market

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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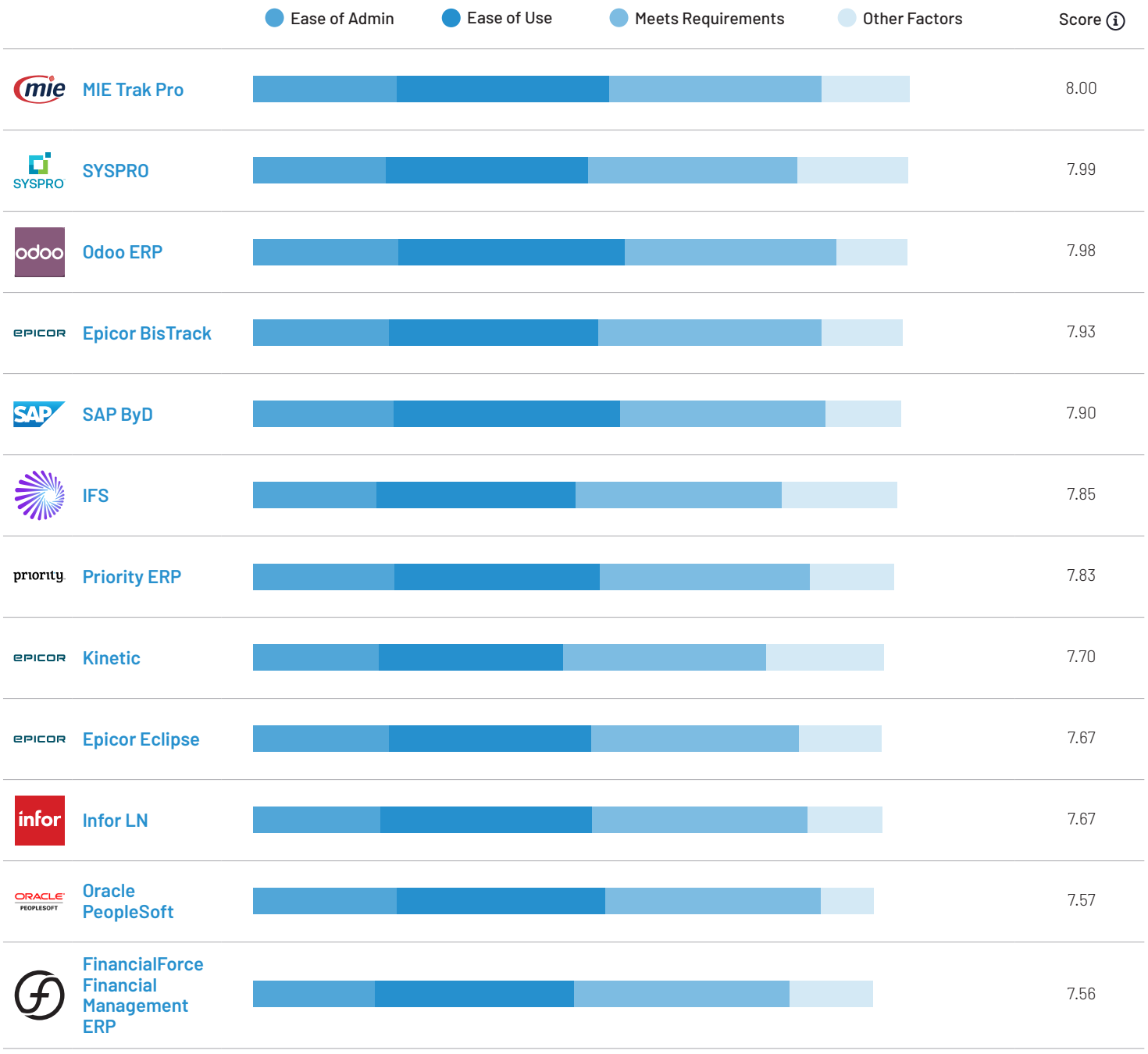
ERP Systems Usability Index: Mid-Market (continued)

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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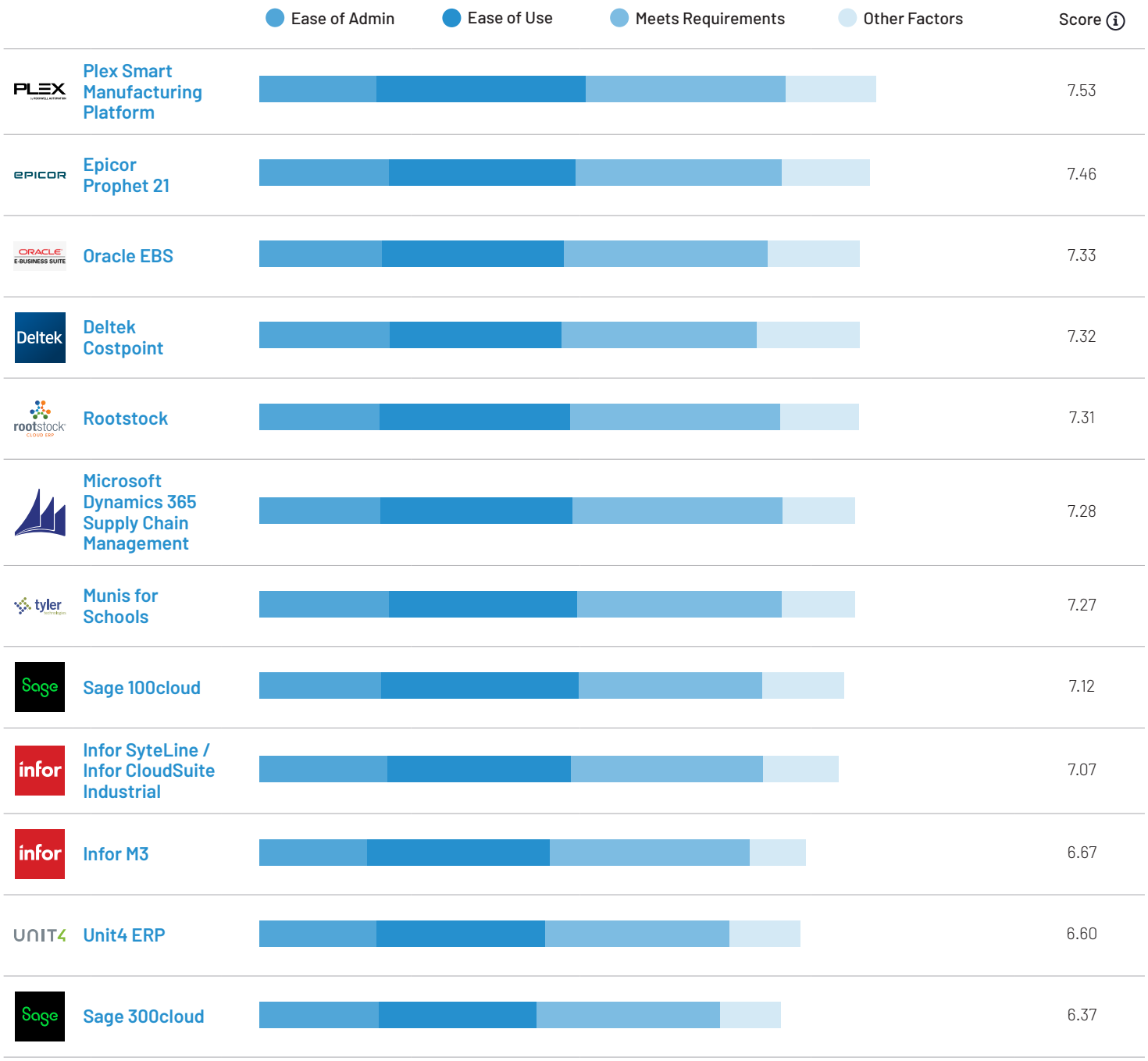
ERP Systems Usability Index: Mid-Market (continued)

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)

* 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)

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 | Spring 2023 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 March 07, 2023. 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 (788)

Best Usability Mid-Market SPRING 2023

Usability Score

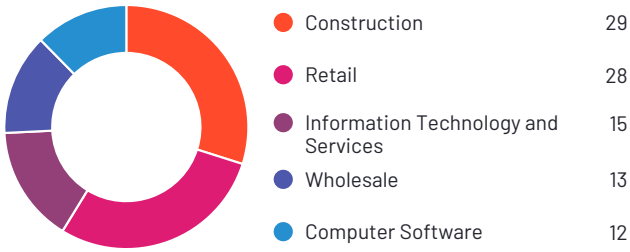
Usability Data

Ease of Use

Ease of Admin

Meets Requirements

Top Industries Represented



Average User Adoption

Average User Adoption

Ownership
Acumatica

HQ Location
Kirkland, Washington

Year Founded
2007

Employees (Listed On Linkedin)
465

Company Website
acumatica.com

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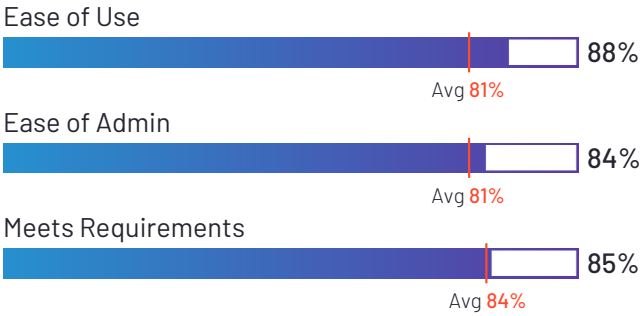
SAP Business One

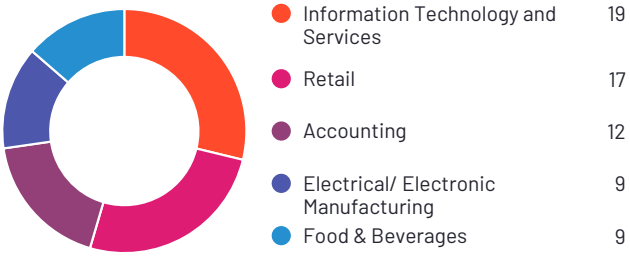
4.3 ★★★★½ (498)

Usability Score

Usability Data



Top Industries Represented



Average User Adoption

Ownership
SAP

HQ Location
Walldorf

Year Founded
1972

Total Revenue
$27,338 (USD MM)

Employees (Listed On Linkedin)
107,830

Company Website
www.sap.com

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Sage Intacct

4.3 ★★★★½ (1,724)

Usability Score

87%

Avg 78%

Usability Data

Ease of Use

86%

Avg 81%

Ease of Admin

85%

Avg 81%

Meets Requirements

86%

Avg 84%

Top Industries Represented

Computer Software	72
Accounting	45
Information Technology and Services	44
Non-Profit Organization Management	34
Hospital & Health Care	18

Average User Adoption

Average User Adoption

79%

Avg 83%

Ownership
Sage Software

HQ Location
Newcastle

Year Founded
1981

Total Revenue
$1,903 (USD MM)

Employees (Listed On Linkedin)
14,490

Company Website
www.sage.com

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TallyPrime

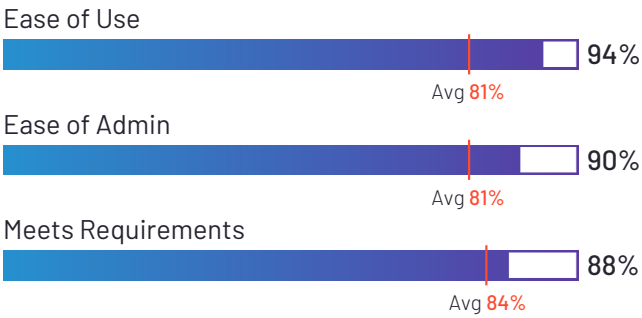
4.4 ★★★★½ (209)

Easiest To Use Mid-Market SPRING 2023

Easiest Admin Mid-Market SPRING 2023

Usability Score

Usability Data



Top Industries Represented

Average User Adoption

Ownership
Tally Solutions

HQ Location
Bangalore

Year Founded
1986

Employees (Listed On Linkedin)
2,575

Company Website
tallysolutions.com

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SAP S/4HANA Cloud

4.5 ★★★★½ (367)

Usability Score

85%

Avg 78%

Usability Data

Ease of Use

89%

Avg 81%

Ease of Admin

88%

Avg 81%

Meets Requirements

89%

Avg 84%

Top Industries Represented

Electrical/ Electronic Manufacturing	7
Information Technology and Services	6
Computer Software	5
Accounting	4
Chemicals	4

Average User Adoption

Average User Adoption

73%

Avg 83%

Ownership
SAP

HQ Location
Walldorf

Year Founded
1972

Total Revenue
$27,338 (USD MM)

Employees (Listed On Linkedin)
107,830

Company Website
www.sap.com

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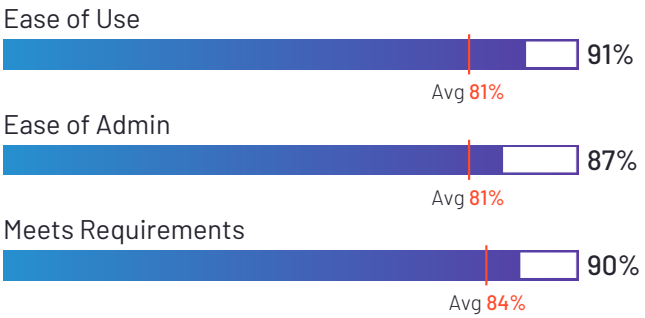
Multiview ERP

4.3 ★★★★½ (93)

Usability Score

Usability Data



Top Industries Represented

Average User Adoption

Ownership
Multiview Financial

HQ Location
Ottawa, ON

Year Founded
1990

Employees (Listed On Linkedin)
84

Company Website
multiviewcorp.com

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NetSuite

4.0 ★★★★☆ (2,388)

Usability Score

84%

Avg 78%

Usability Data

Ease of Use

80%

Avg 81%

Ease of Admin

78%

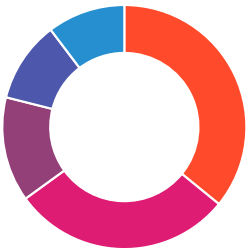
Avg 81%

Meets Requirements

83%

Avg 84%

Top Industries Represented



Computer Software	80
Information Technology and Services	65
Retail	31
Wholesale	24
Consumer Goods	23

Average User Adoption

Average User Adoption

80%

Avg 83%

Ownership
Oracle

HQ Location
Austin, TX

Year Founded
1977

Total Revenue
$39,068 (USD MM)

Employees (Listed On Linkedin)
205,668

Company Website
www.oracle.com

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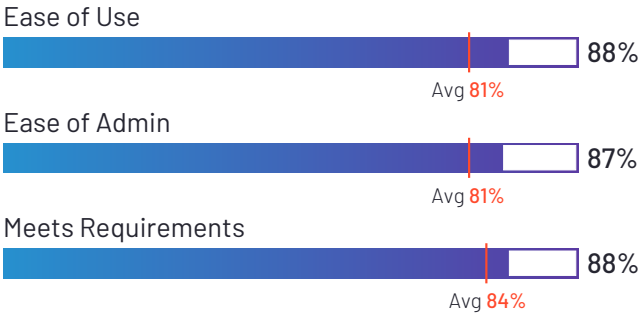
Unanet GovCon

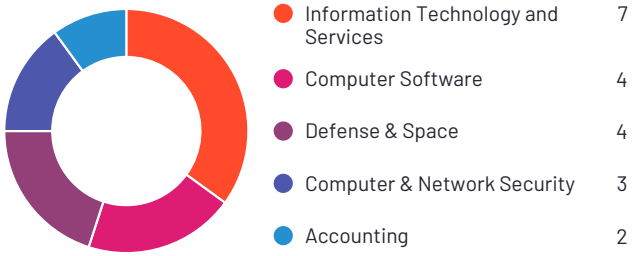
4.3 ★★★★½ (157)

Usability Score

Usability Data



Top Industries Represented



Average User Adoption

Ownership
Unanet

HQ Location
Dulles, VA

Year Founded
1988

Employees (Listed On Linkedin)
401

Company Website
www.unanet.com

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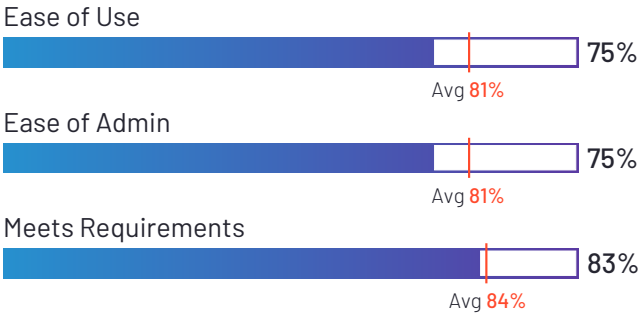
Microsoft Dynamics 365 Business Central

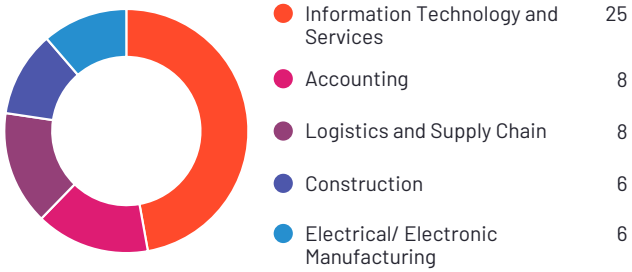
3.8 ★★★★☆ (547)

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)
229,212

Company Website
microsoft.com

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Total ETO

4.7 ★★★★½ (16)

Best Meets Requirements Mid-Market SPRING 2023

Usability Score

82%

Avg 78%

Usability Data

Ease of Use

87%

Avg 81%

Ease of Admin

89%

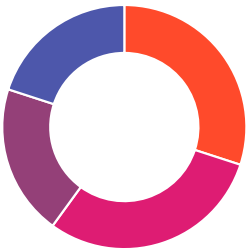
Avg 81%

Meets Requirements

95%

Avg 84%

Top Industries Represented



Industrial Automation	3
Machinery	3
Electrical/ Electronic Manufacturing	2
Mechanical or Industrial Engineering	2

Average User Adoption

Average User Adoption

91%

Avg 83%

Ownership
Total ETO

HQ Location
Oakville, Ontario

Year Founded
1998

Employees (Listed On Linkedin)
23

Company Website
totaleto.com

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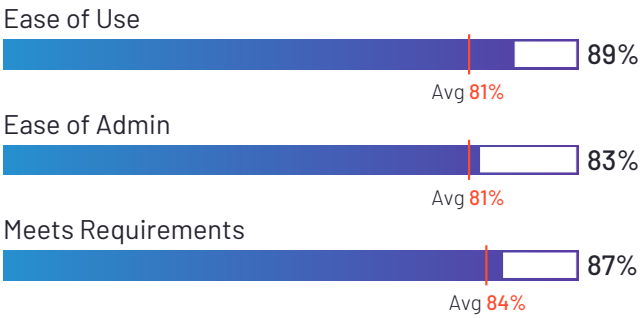
FinancialForce PSA

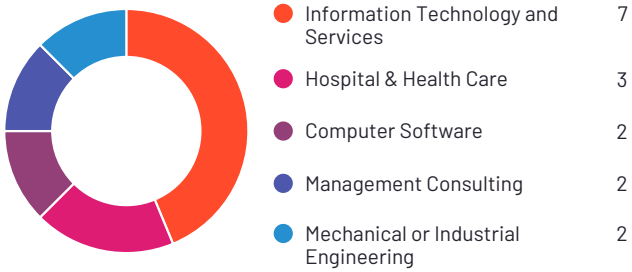
4.2 ★★★★☆ (645)

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)
1,069

Company Website
financialforce.com

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SAP ERP

4.1 ★★★★☆ (789)

Usability Score

81%

Avg 78%

Usability Data

Ease of Use

76%

Avg 81%

Ease of Admin

78%

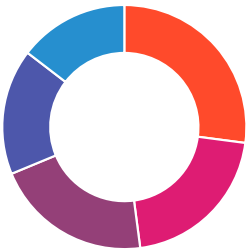
Avg 81%

Meets Requirements

88%

Avg 84%

Top Industries Represented



Information Technology and Services	13
Automotive	10
Mechanical or Industrial Engineering	10
Computer Software	8
Electrical/ Electronic Manufacturing	7

Average User Adoption

Average User Adoption

67%

Avg 83%

Ownership
SAP

HQ Location
Walldorf

Year Founded
1972

Total Revenue
$27,338 (USD MM)

Employees (Listed On Linkedin)
107,830

Company Website
www.sap.com

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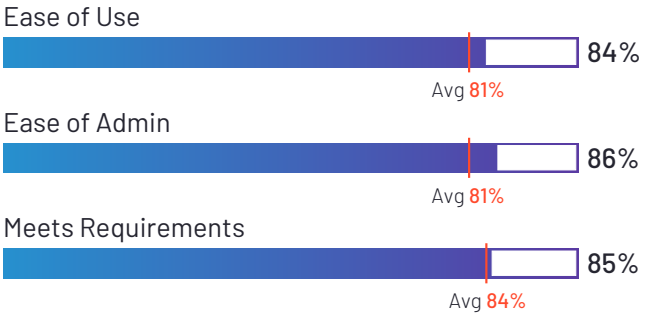
MIE Trak Pro

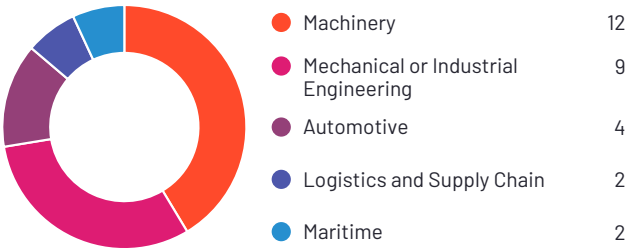
4.3 ★★★★½ (98)

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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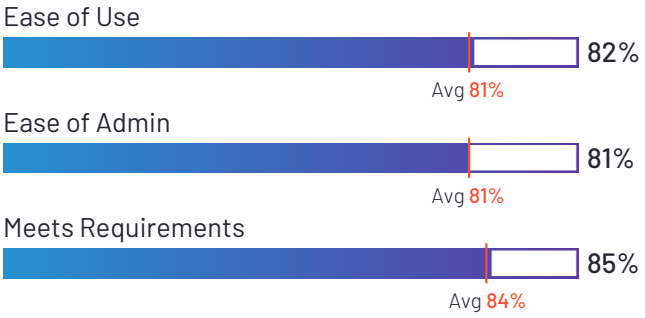
SYSPRO

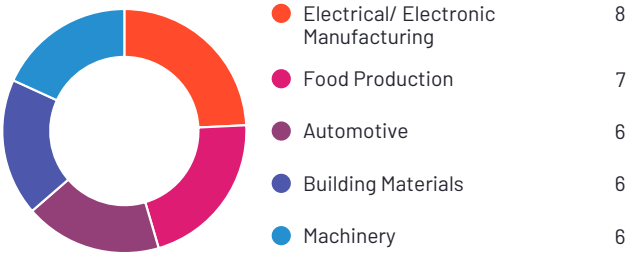
4.1 ★★★★☆ (202)

Usability Score

Usability Data



Top Industries Represented



Average User Adoption

Ownership
SYSPRO

HQ Location
Costa Mesa, CA

Year Founded
1978

Employees (Listed On Linkedin)
177

Company Website
us.syspro.com

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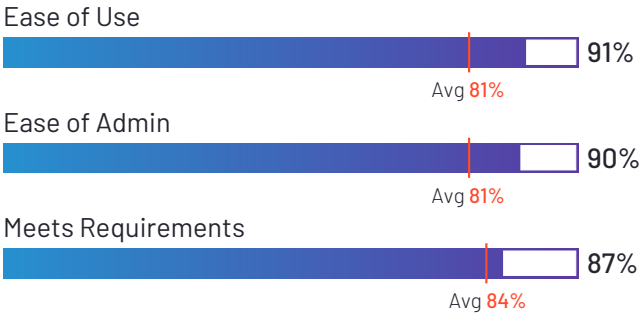
Odoo ERP

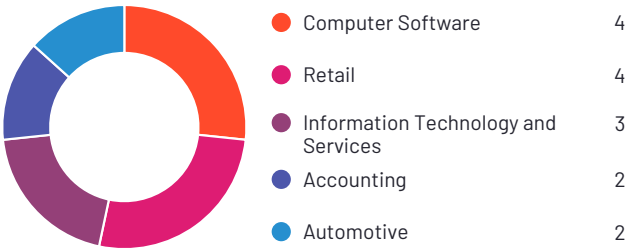
4.2 ★★★★☆ (214)

Usability Score

Usability Data



Top Industries Represented



Average User Adoption

Ownership
Odoo

HQ Location
Brussels, Belgium

Year Founded
2005

Employees (Listed On Linkedin)
2,783

Company Website
www.odoo.com

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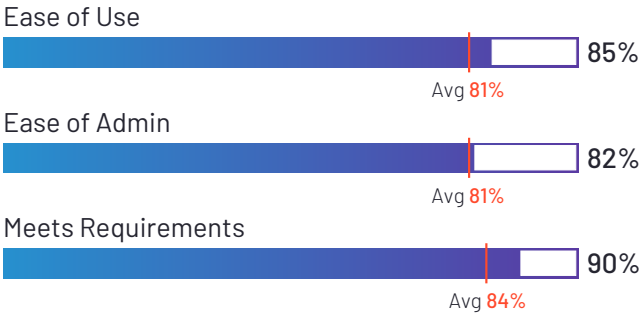
Epicor BisTrack

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)
5,354

Company Website
www.epicor.com

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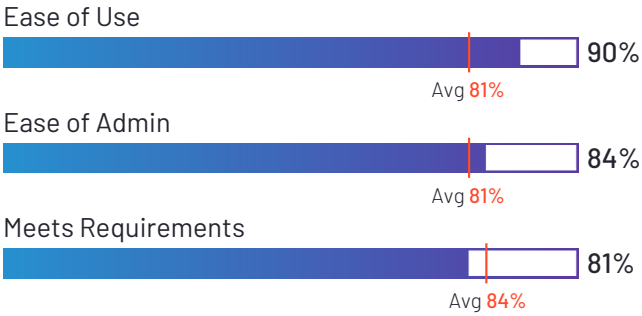
SAP Business ByDesign

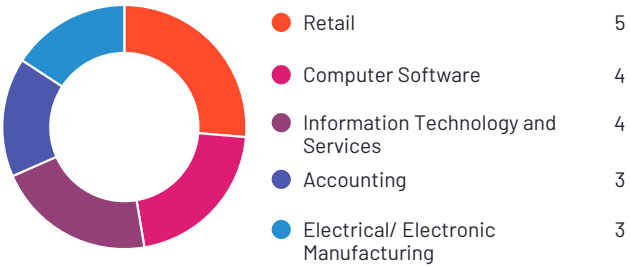
4.0 ★★★★☆ (183)

Usability Score

Usability Data



Top Industries Represented



Average User Adoption

Ownership
SAP

HQ Location
Walldorf

Year Founded
1972

Total Revenue
$27,338 (USD MM)

Employees (Listed On Linkedin)
107,830

Company Website
www.sap.com

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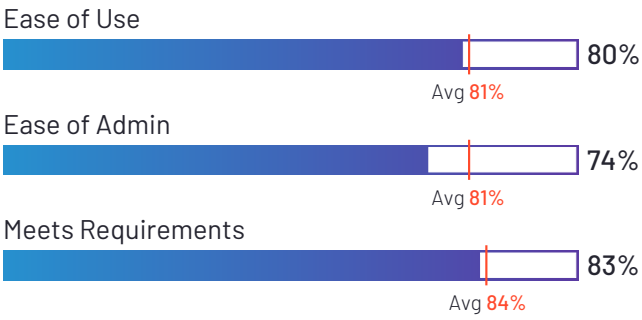
IFS

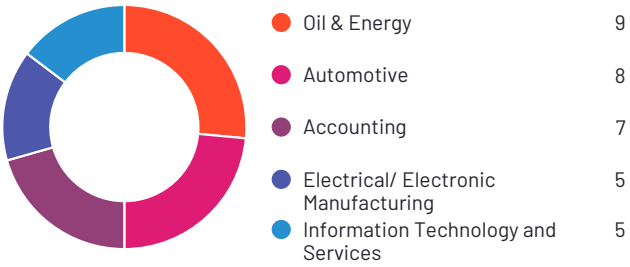
4.0 ★★★★☆ (190)

Usability Score

Usability Data



Top Industries Represented



Average User Adoption

Ownership
IFS

HQ Location
Linkoping , Sweden

Year Founded
1983

Employees (Listed On Linkedin)
6,930

Company Website
www.ifs.com

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Priority ERP

4.2 ★★★★☆ (27)

Usability Score

78%

Avg 78%

Usability Data

Ease of Use

81%

Avg 81%

Ease of Admin

88%

Avg 81%

Meets Requirements

82%

Avg 84%

Top Industries Represented

Accounting	1
Broadcast Media	1
Computer Software	1
Electrical/ Electronic Manufacturing	1
Food Production	1

Average User Adoption

Average User Adoption

97%

Avg 83%

Ownership
Priority Software

HQ Location
Rosh HaAyin, Israel

Year Founded
1986

Employees (Listed On Linkedin)
293

Company Website
priority-software.com

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Kinetic

3.6 (359)

Usability Score

77%

Avg 78%

Usability Data

Ease of Use

75%

Avg 81%

Ease of Admin

78%

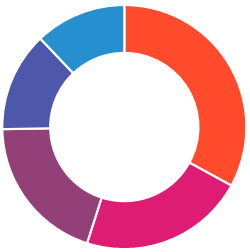
Avg 81%

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

85%

Avg 83%

Ownership
Epicor

HQ Location
Austin, TX

Year Founded
1972

Employees (Listed On Linkedin)
5,354

Company Website
www.epicor.com

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Epicor Eclipse

4.0 ★★★★☆ (32)

Usability Score

77%

Avg 78%

Usability Data

Ease of Use

83%

Avg 81%

Ease of Admin

83%

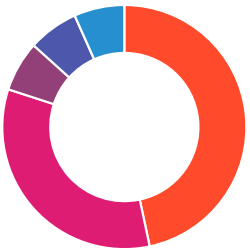
Avg 81%

Meets Requirements

83%

Avg 84%

Top Industries Represented



Wholesale	7
Building Materials	5
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)
5,354

Company Website
www.epicor.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

Year Founded
2002

Employees (Listed On Linkedin)
19,414

Company Website
www.infor.com

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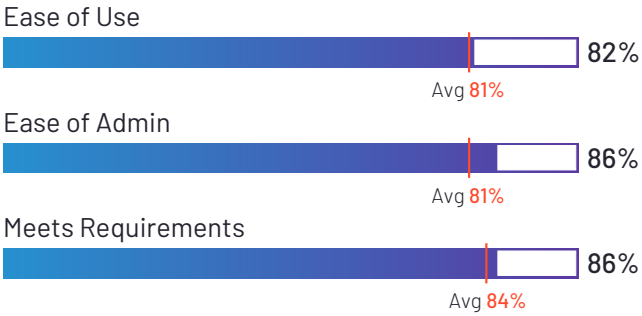
Oracle PeopleSoft

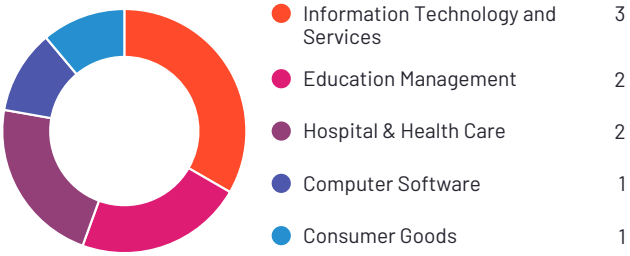
3.7 ★★★½☆ (656)

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)
205,668

Company Website
www.oracle.com

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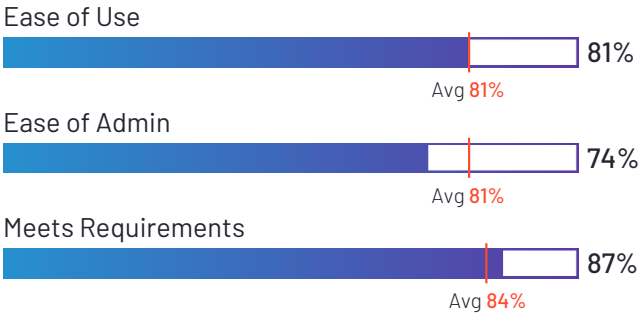
FinancialForce Financial Management ERP

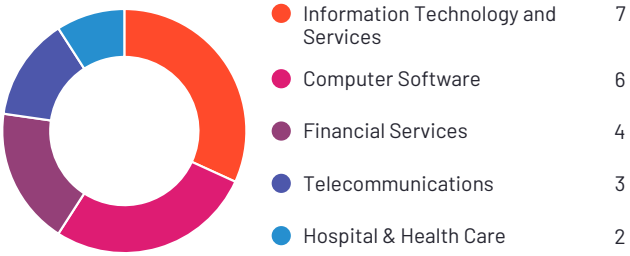
3.9 ★★★★☆ (394)

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)
1,069

Company Website
financialforce.com

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Plex Smart Manufacturing Platform

3.8 ★★★★☆ (45)

Usability Score

75%

Avg 78%

Usability Data

Ease of Use

85%

Avg 81%

Ease of Admin

71%

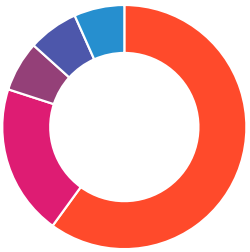
Avg 81%

Meets Requirements

80%

Avg 84%

Top Industries Represented



Automotive	9
Food & Beverages	3
Consumer Services	1
Electrical/ Electronic Manufacturing	1
Industrial Automation	1

Average User Adoption

Average User Adoption

94%

Avg 83%

Ownership
Plex Systems

HQ Location
Troy, MI

Year Founded
1995

Employees (Listed On Linkedin)
574

Company Website
www.plex.com

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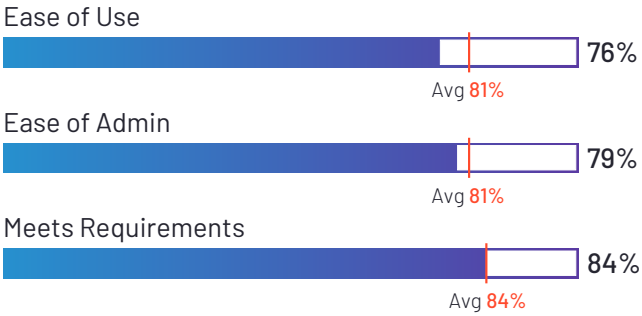
Epicor Prophet 21

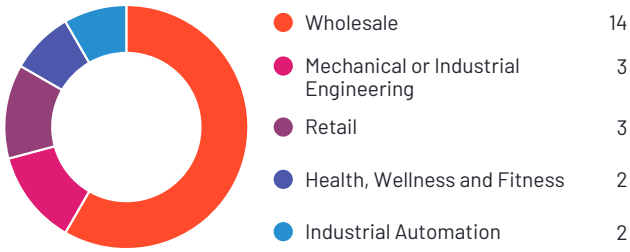
3.9 ★★★★☆ (90)

Usability Score

Usability Data



Top Industries Represented



Average User Adoption

Ownership
Epicor

HQ Location
Austin, TX

Year Founded
1972

Employees (Listed On Linkedin)
5,354

Company Website
www.epicor.com

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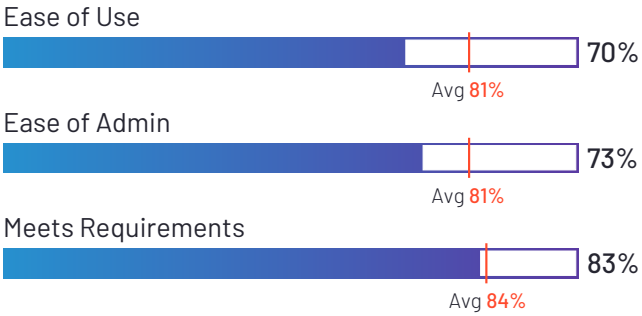
Oracle E-Business Suite

3.7 ★★★½☆ (230)

Usability Score

Usability Data



Top Industries Represented

Information Technology and Services	5
Hospital & Health Care	3
Computer Networking	2
Higher Education	2
Logistics and Supply Chain	2

Average User Adoption

Ownership
Oracle

HQ Location
Austin, TX

Year Founded
1977

Total Revenue
$39,068 (USD MM)

Employees (Listed On Linkedin)
205,668

Company Website
www.oracle.com

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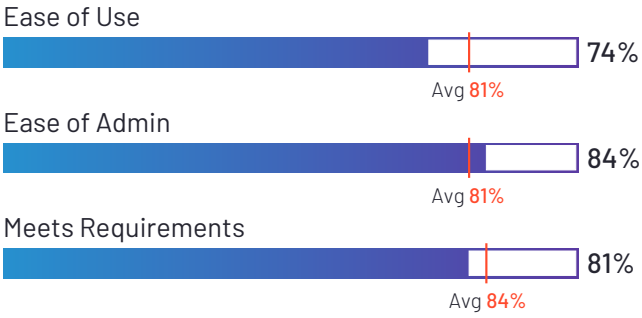
Deltek Costpoint

4.0 ★★★★☆ (208)

Usability Score

Usability Data



Top Industries Represented

Average User Adoption

Ownership
Deltek

HQ Location
Herndon, VA

Year Founded
1983

Employees (Listed On Linkedin)
3,701

Company Website
www.deltek.com

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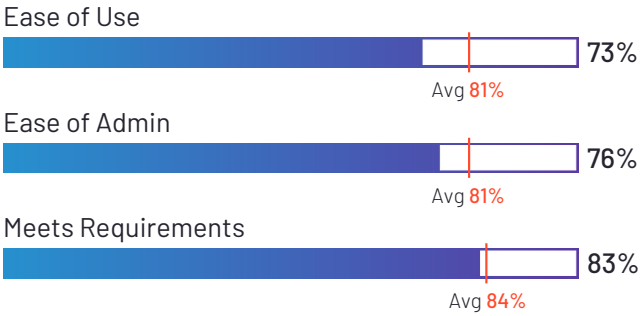
Rootstock Cloud ERP

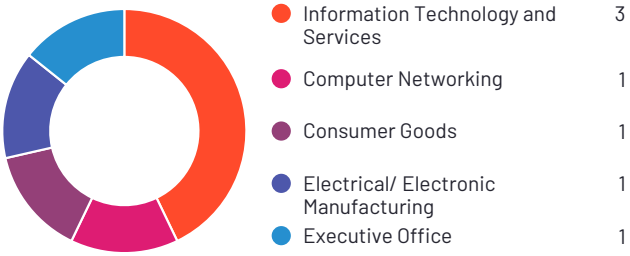
3.6 ★★★½☆ (38)

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)
122

Company Website
rootstock.com

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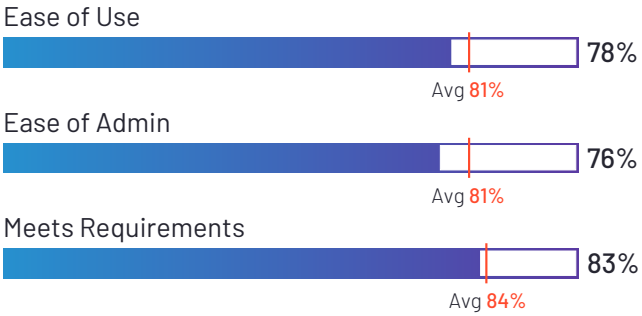
Microsoft Dynamics 365 Supply Chain Management

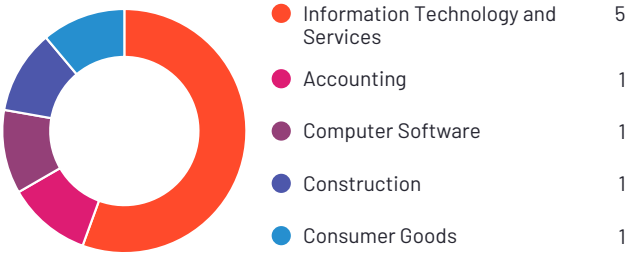
3.7 ★★★½☆ (100)

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)
229,212

Company Website
microsoft.com

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Enterprise ERP for Schools

3.9 ★★★★☆ (103)

Usability Score

73%

Avg 78%

Usability Data

Ease of Use

76%

Avg 81%

Ease of Admin

80%

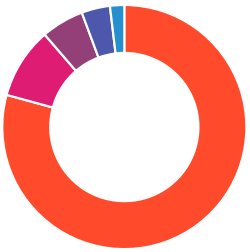
Avg 81%

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)
6,047

Company Website
tylertech.com

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Sage 100cloud

3.6 ★★★½☆ (190)

Usability Score

71%

Avg 78%

Usability Data

Ease of Use

79%

Avg 81%

Ease of Admin

80%

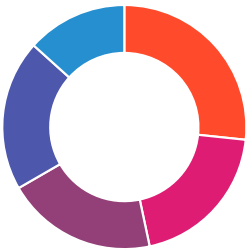
Avg 81%

Meets Requirements

77%

Avg 84%

Top Industries Represented



Information Technology and Services	4
Accounting	3
Construction	3
Consumer Goods	3
Chemicals	2

Average User Adoption

Average User Adoption

94%

Avg 83%

Ownership
Sage Software

HQ Location
Newcastle

Year Founded
1981

Total Revenue
$1,903 (USD MM)

Employees (Listed On Linkedin)
14,490

Company Website
www.sage.com

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Infor SyteLine / Infor CloudSuite Industrial

3.9 ★★★★☆ (52)

Usability Score

71%

Avg 78%

Usability Data

Ease of Use

75%

Avg 81%

Ease of Admin

75%

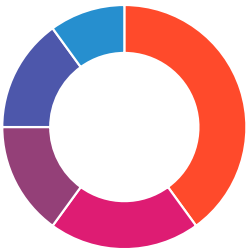
Avg 81%

Meets Requirements

79%

Avg 84%

Top Industries Represented



Machinery	8
Automotive	4
Accounting	3
Mechanical or Industrial Engineering	3
Plastics	2

Average User Adoption

Average User Adoption

92%

Avg 83%

Ownership
Infor

HQ Location
New York

Year Founded
2002

Employees (Listed On Linkedin)
19,414

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%

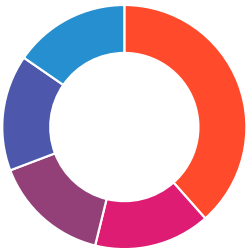
Avg 81%

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

Year Founded
2002

Employees (Listed On Linkedin)
19,414

Company Website
www.infor.com

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Unit4 ERP

3.7 (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)
3,731

Company Website
www.unit4.com

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Sage 300cloud

3.7 ★★★½☆ (81)

Usability Score

64%

Avg 78%

Usability Data

Ease of Use

63%

Avg 81%

Ease of Admin

73%

Avg 81%

Meets Requirements

74%

Avg 84%

Top Industries Represented

Construction	4
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

Year Founded
1981

Total Revenue
$1,903 (USD MM)

Employees (Listed On Linkedin)
14,490

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 | Spring 2023 have received a minimum of 10 reviews and 5 responses for each of the usability-related questions featured in our survey by March 07, 2023. 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 | Spring 2023 report is based off of scores calculated using the G2 usability algorithm v1.0 from data collected through March 07, 2023. 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.

G2 may occasionally offer incentives for honest reviews to help us gather a full and accurate data set. These incentives are offered as thank-yous for approved reviews. Incentives are never conditioned upon the substance of the review, positive or negative. Each such incentivized review is disclosed with an "Incentivized Review" banner.

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