Acumatica
The Cloud ERP

Beat the Labor Shortage and Build a Better Future

An eBook for Growing Companies Seeking to Strengthen their Workforce

GET PROVEN TECHNIQUES FOR ATTRACTING AND RETAINING TALENT

Understaffing jeopardizes the profitability of today's businesses, impeding growth and the ability to deliver quality services. In the United States alone, 7.6 million job openings remain unfilled, according to the Bureau of Labor Statistics.[1]

The Great Resignation ignited this shortage when 47.8 million Americans quit their jobs in 2021,[2] and about 50.5 million did the same in 2022.[3] Recent surveys suggest this trend may be accelerating again. A February 2025 Gallup poll shows that 51% of American employees (about 86.7 million people) "are watching for or actively seeking new job opportunities."[4] Gallup calls this "the Great Detachment"—a period in which "employee satisfaction has hit a record low....[and] people feel increasingly disconnected from their employers."

The Retirement Wave is also heavily impacting the labor market. An August 2024 study from the Alliance for Lifetime Income found that, for the next five years, US employers will need to hire over 240,000 people per month just to fill positions left open by retirees.[5] However, adding new employees without addressing turnover's root causes provides a false sense of security and compromises long-term profitability.

Strategic use of technology can attack the labor crisis from multiple fronts: streamlining operations and helping hire and retain qualified employees. Acumatica delivers a robust, cloud-based, connected business management suite that optimizes operations and fosters the collaborative, transparent culture employees desire. It eliminates the bottlenecks that frustrate workers while empowering them with award-winning usability and end-to-end transparency.

This eBook presents proven solutions for combating the labor crisis and improving productivity with strategic tech.

REIMAGINE THE FUTURE WITH AN EMPOWERED WORKFORCE



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[1] US Bureau of Labor Statistics, (April 2025). *Job Openings and Labor Turnover Summary*.
[2] US Bureau of Labor Statistics. (March 2022). *Job Openings and Labor Turnover - January 2022*. p. 3.
[3] CNBC. (February 2023). *2022 Was the "Real Year of the Great Resignation," Says Economist*.
[4] Gallup (February 2025). *The Top Four Reasons for Taking a New Job*.
[5] Alliance for Lifetime Income. (August 2024). *Peak Boomer Retirements Mean Hundreds of Thousands of Employees Are Leaving the U.S. Labor Force Every Month*.



THE COSTS BEHIND THE CRISIS

Recognize What the Labor Shortage Costs

American companies have faced the most significant labor shortage since World War II, with 7.6 million job openings dragging down productivity and disproportionately hurting manufacturers, distributors, retailers, and construction firms. As a result, companies have devoted more resources to hiring and retention than ever. In 2022, year-over-year compensation costs rose to their highest in 20 years, averaging a 4.5% raise for salaried workers and a 5.7% to 6.9% spike for hourly workers, according to the Bureau of Labor Statistics.[6] However, rising pay accounts for only a fraction of companies' costs when productivity lags and dissatisfaction grows.

"An astounding 42% of employees who voluntarily left their organization in the past year report that their manager or organization could have done something to prevent them from leaving their job."[7]

– GALLUP

LOSS OF REVENUE

Many businesses have cut hours and services due to understaffing, especially restaurants and brick-and-mortar stores. Some have even permanently closed. The labor shortage thwarts economic growth across business sectors, and loss of technical expertise amplifies the negative impacts. The McKinsey Global Institute has found that the US economy could have grown by $442 billion in 2023 if it weren't for the labor shortage.[8]

RISING OPERATING COSTS

Employee salaries and benefits constitute the largest operating expense. Rising employee turnover drains operating expenses and forces companies to spend an average of six to nine months of the exiting employee's salary to hire and train their replacement.[9]

LACK OF SKILLED WORKERS

The Great Resignation combined with rising Baby Boomer retirements, often called the 'Silver Tsunami,' leaves many workplaces devoid of skilled labor. Filling the gap with unskilled personnel hinders productivity and increases risk, such as workplace injury and costly mistakes. These skills gaps could lead to even more millions of unfilled jobs by 2030.

Acumatica connects companywide tasks, workflows, and data to provide employees with 360-degree views of all operations and a single source of data truth.

SUPPLY CHAIN ISSUES

Research blames the labor shortage for supply chain delays and poor customer experiences. Lack of factory labor causes production to slow, while understaffed warehouses prolong distribution. In addition, trucking and shipping shortages extend delivery times. Erratic spikes in demand magnify the problem, causing employers to scramble to meet short-term needs without devoting time to developing long-term solutions.

DECLINING CUSTOMER SERVICE

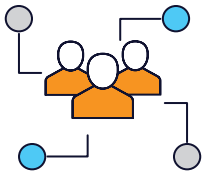
As service delays increase, customer patience wanes, worsening turnover. Consequently, workers in customer-facing roles quit at even higher rates than in non-customer-facing jobs, often citing rude shoppers as the reason. The delays can affect any business at all levels—online purchases, customer service centers, utilities, car repair, and household services, such as plumbing and maintenance.

DWINDLING INNOVATION

Forcing employees to take on more work to compensate for understaffing overburdens staff and makes them work outside their core competencies. As a result, innovation rates plummet. In a recent PwC survey, 42% of CEOs said that their companies will remain viable for fewer than ten years if they continue on their current paths."[10]

Acumatica streamlines routine operations and alleviates error-prone manual tasks, so employees can collaborate freely and focus on strategic work.

[6] Bureau of Labor Statistics, cited by Fortune. (February 2022). *The American Worker Got a 5.7% Raise in January, But It May Not Be Enough to Solve the Labor Shortage*.
[7] Gallup. (February 2025). *The Top Four Reasons for Taking a New Job*.
[8] McKinsey. (August 2024). *Here's How to Address Labor Shortages to Drive Economic Growth*.
[9] Forbes. (July 2021). *The Labor Shortage Is Why Supply Chains Are Disrupted*.
[10] PwC. (January 2025). *28th Annual Global CEO Survey*.



EMPOWER EMPLOYEES

Understand What Attracts and Keeps Employees

According to Gallup, job seekers are looking for four main attributes in new positions: work-life balance and personal wellbeing, pay or benefits, stability and job security, and a job that allows them to do what they do best.[11] The COVID-19 pandemic dramatically changed how millions of people work. Many remain unwilling to forgo their newfound freedom for better pay. As a result, progressive businesses must evaluate what makes different roles and individuals thrive and foster workplaces that empower people to do their best work in their preferred lifestyles.

"Instead of searching for people to fill the staffing shortage, SMBs need to invest in the people—and the resources—they already have. Additional training, flexible schedules, and management support are great ways to help team members handle their responsibilities and ensure continuity as gaps in the workforce occur with the mass exodus."

– MARTHA LUCIA GROULX, CHIEF PEOPLE OFFICER, ACUMATICA

FLEXIBILITY

Today's employees, especially knowledge workers, demand flexible hours and work locations to maintain a good work-life balance. They're less willing to tolerate long commutes and miss family events. Upwork has found that 36% of the US workforce was participating in the freelance and gig economy in 2021, choosing flexibility and the opportunity to set their own sechedules over working for a traditional employer.[12] Many of these workers, who contributed $1.3 trillion to the US economy, are very skilled. 51% of all American workers with post-graduate degrees were freelancers in 2021.

CULTURE

The pandemic caused a seismic culture shift in many organizations. Culture traditionally revolved around in-person experiences and could be nurtured with team activities, perks, and face-to-face collaboration. However, research indicates that strong onsite culture cannot persuade many employees to return to the office full-time. Companies must create new cultures that engage hybrid and remote workers. To do so, they must consistently evaluate perceptions, productivity, and the employee experience.

Acumatica engages employees with a modern ERP application that is easy to use, easy to learn, and adaptable to their specific roles.

PURPOSE AND OPPORTUNITY

Employees crave purpose and want their work to matter. They want to feel valuable, to be valued, and to be able to do the work that they do best. They are looking for collaborative work environments that also provide them enough autonomy to succeed at their own tasks in a timely way.

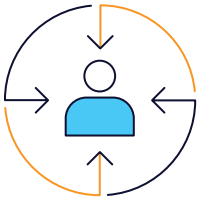
Acumatica's cloud-based ERP system empowers clear, multi-channel communication by integrating diverse business and collaboration applications on one centralized platform. All employees work from the same real-time, reliable data that is available to them anytime, from anywhere.

TECHNOLOGY

Now more than ever, technology affects employee satisfaction and productivity. Poor systems can frustrate workers, bottleneck production, and motivate staff to pursue greener pastures. Employees want access to the same capabilities at home that are available onsite. Forcing workers to configure and troubleshoot home-office systems stirs discontent, as does failing to provide technology that automates manual tasks and connects related workflows. Millennials and Gen Zers will not tolerate sluggish software and processes.

Companies must improve the remote experience, which can require providing multiple monitors, high-speed printers, headsets, and Wi-Fi.

[11] Gallup. (February 2025). *The Top Four Reasons for Taking a New Job*.
[12] Upwork. (December 2021). *Freelance Forward Economist Report*.



IMPROVE THE WORKPLACE

Reimagine Workplace Culture

Combating the labor shortage requires creating a workplace that entices job seekers with top-notch benefits, an engaging culture, work-life balance, modern technology, and meaningful development opportunities. Leaders must focus their collective creative energies on improving the culture and empowering employees. Equip workers to focus on critical priorities and minimize wasted efforts. Examine each role and the experience it generates. Invest in the practices and technology that improve the employee experience and deliver the flexibility individuals need to do their best work. For example, enabling people to work around personal responsibilities and preferences instills loyalty.

"Acumatica has been really transformative for our business. It made our team joyful about how they were working, not stressed or worried . . . If you're looking for a cloud-based solution that is flexible for your current and future business needs, I highly recommend considering Acumatica."

– CHRIS WILLIAMS, DIRECTOR OF BUSINESS OPERATIONS, INTERACTION ASSOCIATES

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IDENTIFY AND RESOLVE BOTTLENECKS

For many SMBs, vital information resides in one place—the minds of experienced workers. Document and evaluate the processes used to perform each function, especially in high production environments, like manufacturing. Look for gaps that would emerge if key workers left.

Ask experienced staff to share their knowledge with others and record everything. Allow staff to iterate on ideal processes and workflows. Develop training around the best practices you uncover. Then look for technology to support these practices and automate manual efforts. Acting on employee input gives individuals a renewed sense of purpose while addressing their pain points and production delays.

Evaluate the systems used to create, manage, and execute workflows. Document and digitalize the steps and make them accessible via mobile applications and PCs, so workers can review and move tasks along anytime.

Acumatica provides centralized document management for intuitive, accessible learning. Automated tasks and reporting eliminate bottlenecks and keep all users informed.

PRIORITIZE COLLABORATION

Effective recruitment starts with a solid internal culture and a stellar reputation. Remember, job candidates use online review sites, like Glassdoor, and even public discussion forums, like Reddit, to influence their decisions. Create the culture workers desire. Start with collaboration. Use technology to connect people and processes. In other words, technology must provide transparency across operations and remove information siloes that prevent users from connecting functions. For example, sales associates should have immediate access to customer account data, which will inform their interactions with those customers.

Acumatica's ERP platform puts all users on a collaborative playing field. It integrates general business and specialized functions, automates data entry, and centralizes information access. Its personalized dashboards deliver real-time KPIs and alerts to promote progress.

Acumatica supports unlimited users with consumption-based licensing that facilitates collaboration between all stakeholders.

Calculate Your Return on Investment (ROI)

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LEVERAGE TECHNOLOGY

How Technology Compensates for Understaffing

Numerous factors contribute to the labor crisis. Addressing each one can overwhelm beleaguered HR professionals. Instead, organizations can use technology to mitigate the impact of understaffing. For example, the right technology can help companies anticipate labor needs and plan for shortfalls. ERP solutions can also reduce hiring needs by streamlining operations and eliminating resource-intensive tasks. Technology makes the hiring process quicker and easier, and it enables employees to get more done.

"Acumatica has definitely cut down on the time it takes to look up orders within our system, the status of an order, and in looking up inventory. No more being shuffled around to different members of our team, who may or may not have the information needed. That's been a huge value add in efficiency. As we integrate more of our systems into Acumatica, we'll only continue to see more efficiencies."

– GODWIN PECK, ASSOCIATE DIRECTOR, MiiR

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FORECAST LABOR NEEDS

Identifying labor needs and anticipating shortages can help organizations minimize disruption to services and production. Proper planning also alleviates employee stress by allowing them to focus on their work without scrambling to cover gaps created by understaffing. Managers need instant access to accurate, up-to-date project and operational data to forecast shortages and proactively adjust resources. Therefore, their technology must continually pull real-time data from hardware and software systems across the enterprise and analyze it against operational and project needs. Then, they can spot trends, predict gaps, and reallocate resources.

Acumatica automatically aggregates historical and real-time data across global enterprises and converts it into personalized reports that identify resource needs. The ERP platform helps companies anticipate, schedule, and monitor labor needs. As a result, managers can look across the enterprise, identify operational gaps, and proactively address them.

REALLOCATE RESOURCES

Put resources where you need them. Acumatica's unified platform and 360° views provide end-to-end visibility into the workforce and projects. In addition, real-time reporting and alerts keep KPIs front and center, so you can quickly reallocate resources based on priorities and stop problems from escalating.

INCREASE PRODUCTIVITY

Companies cannot afford to operate the same way they always have. They must continually streamline processes and reduce time-consuming manual tasks, which, in turn, reduces labor demands. For example, many workers waste several hours a week searching for and validating data across different systems. Acumatica eliminates these information siloes by connecting disparate hardware and systems. It acts as a centralized solution, automatically pulling real-time data from all areas of the company, so employees can make smarter decisions faster.

The platform also integrates related workflows, and artificial intelligence and machine learning further boost productivity by streamlining processes and eliminating manual data entry.

CONNECT DISPARATE SYSTEMS

Companies can configure Acumatica to support their environment, using the open APIs and no-code/low-code tools to integrate external systems with minimal or no programming. In addition, seamless integrations between applications (such as connecting financial reporting with eCommerce) eliminate the need to switch from one application to another.

Acumatica delivers robust accounting and financial management capabilities that govern daily back office and business-specific operations on one centralized system.



INDUSTRY-BASED SOLUTIONS

Targeted Industry Solutions Drive Results

While the labor shortage affects economies and organizations around the world, its implications vary significantly from industry to industry. Therefore, organizations need a labor management strategies targeting their specific industries and unique business needs. The approach must encompass workforce dynamics, required skills, and downstream impacts from vendors and partners. Industry-specific solutions can help companies mitigate risk by efficiently managing essential resources, critical functions, and labor. The right solution can also predict material needs by project and troubleshoot shortfalls. The following covers examples of how targeted industry solutions can benefit construction, distribution, and manufacturing businesses.

"Bridging the labor gap is about helping a limited workforce through cloud-based applications and services, including enterprise resource planning (ERP) and IT management. By taking advantage of the resources and services that can perform tasks and automated business functions with cloud technologies, organizations can alleviate the impact of labor shortages and focus on what they do best—run their business."[13]

– FORBES

CONSTRUCTION



The labor shortage threatens multiple aspects of the construction business. Firms face prolonged delays and price hikes when trying to acquire building materials. The lack of skilled labor causes an exponential increase in risk. As employees take on more responsibility to cover the shortages, they sustain more injuries and make more mistakes. Technology can help workers stay on top of projects and help managers identify risks.

Acumatica Construction Edition arms construction companies with real-time information through role-based dashboards, business intelligence, flexible reporting, and inquiry capabilities. Construction firms can connect to top-tier construction management and estimating programs for best-in-class functionality in a single, cohesive platform configured to meet their evolving needs. They can also use native artificial intelligence and machine learning to automate routine tasks and improve data processing for accounts payable and other business operations. Users can optimize project material controls and eliminate inventory and purchase order management delays, including drop-shipping directly to the job site. They can connect field, office, and remote workers in real-time with cloud and mobile construction and accounting software. And they can use business triggers with drill-down capabilities to expose changes in project scopes, labor, materials, and equipment. The user-friendly platform includes compliance management, sub-contracting management, AIA-compliant reporting, milestone-based billing, project accounting, change management, payroll, inventory, and field service modules.

DISTRIBUTION



Technology takes on a rapidly growing role for distributors desperate for labor and for ways to increase process efficiency and accuracy. Beleaguered supply chains face escalating shipping demands and need systems that workers can easily learn, whether they are tech-savvy or not. Distributors need a robust and intuitive ERP solution proven to drive efficiency in every operation.

Acumatica Distribution Edition integrates disparate hardware and software systems into its centralized platform, connecting workflows and illuminating processes. Native and connected applications mean warehouse, shipping, and transportation workers can manage daily tasks without leaving Acumatica. Users can receive live orders from multiple sales channels and simultaneously view inventory across locations. Acumatica's native warehouse management system can also connect to mobile applications for flexible access. Every order flows into Acumatica for consolidation and fulfillment, enabling distributors to track order status and eliminate errors quickly. Advanced replenishment helps balance supply and demand with min/max stocking levels and safety stock. Distributors can also manage physical inventory and warehouse transfers, create pick lists for workers, and process packaging. Acumatica further supports omnichannel sales, returns, and exchange processing for wholesale distribution businesses.

[13] Forbes. (April 2022). *Can Cloud-Based Technologies Help Bridge the Labor Gap?*

MANUFACTURING



The manufacturing industry is growing exponentially, and production demands are increasing. According to Deloitte and The Manufacturing Institute, between 2024 and 2033, American manufacturers could need 3.8 million new employees. However, as many as 1.9 million of those jobs could go unfilled due to skill gaps and unmet needs of the new workforce—like flexible scheduling.[14] Manufacturers must attack the crisis from multiple angles by deploying technology to modernize their business processes and hiring people who are skilled in using that technology to produce value-adding work. Intuitive technology can also automate manual processes and maximize available resources (human and material) while increasing employee engagement.

Acumatica Manufacturing Edition helps manufacturers monitor labor and material requirements to improve productivity and profitability. As an end-to-end ERP solution, it delivers embedded and connected functionality for all parts of the manufacturing business, so organizations can eliminate wasted efforts and engage employees by synchronizing demand with purchasing and production. They can also maximize resources, reduce production times, and improve product quality with integrated systems and processes.

Acumatica's modern ERP system manages and analyzes production order details, costs, and resources with manufacturing data collection via mobile devices for clocking in and out of jobs, addressing material issues, and performing real-time job costing. Manufacturers can rely on advanced scheduling algorithms and demand forecasts. They can also perform capable-to-promise (CTP) calculations to harmonize material plans with advanced planning and scheduling (APS), ensuring timely material purchases, optimized stocking levels, and maximized resources.

"We were running blind before. Now, we can see volume, location, type of product, and managers can prepare and put new orders into the production schedule. If a system is easy to use, then it will get used, and that, ultimately, is what we want as a business. I am still amazed to think I can be sitting in a Starbucks drinking a coffee while looking at our ERP solution, but that is the flexibility and usability that all companies should expect nowadays."

– TIM PATTON, ICT DIRECTOR, SAM

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TRACKING THE BENEFITS

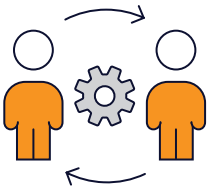
Outlining Expected Benefits Fuels Achievements

According to Panorama Consulting Group's 2025 ERP Report,[14] "Organizations should quantify how they expect new technology to improve their business. This gives them performance metrics to track throughout the project."

Well over half of the businesses surveyed by Panorama quickly achieved their expected benefits in the following top five areas:



[14] Panorama Consulting Group. (2025). *The 2025 ERP Report*.



ENHANCE HIRING

Techniques That Improve Hiring and Onboarding

When searching for new jobs, Millennials and Gen Z workers are grounded in technology from the start. No recent research fully answers the question "What percentage of job seekers use the internet in their job searches?" because that's no longer a necessary thing to ask. Almost every job seeker uses the internet in some capacity: applying to listings on job boards, networking through social media, researching the values and missions of prospective employers, and so on. And much of this is done on the go through mobile devices.

Employers need to meet this use of technology with tech of their own. The right solutions streamline recruiting, hiring, and onboarding processes, freeing HR teams to focus on building strategic relationships.

"With Acumatica, I'm giving employees an ultra-efficient tool they need to do their jobs correctly and allowing them to do things easier. I'm handing them a smartphone versus a rotary phone. They are more well-equipped to do their jobs, which produces good outcomes for customers and helps us build the business."

– MATTHEW SHAMP, EXECUTIVE DIRECTOR, CARLSON-LAVINE INC.

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REIMAGINE THE IDEAL CANDIDATE

Before creating job postings, hiring managers must consider today's labor pool. Instead of pursuing the "perfect" candidate with an ideal blend of experience and education, they should define the practical skills needed to do the job. Then they should consider candidates who demonstrate an aptitude for those skills, even if they lack experience. Too often, holding out for the ideal candidate causes companies to miss out on high-potential employees and exacerbates understaffing issues.

STREAMLINE HIRING

Applicant tracking software can help quickly find qualified candidates by automatically posting openings on job boards, like Indeed and LinkedIn. The right solution can also prescreen candidates by skills, location, and experience and recommend qualified candidates for interviews. Some systems will also send replies and schedule interviews without manual intervention.

STRENGTHEN ONBOARDING

Making a good first impression with new hires improves employee retention and productivity. Use technology to minimize HR paperwork and clarify expectations. Holistic HR systems provide employees with one contact point for HR tasks. They also enable new hires to enter their personal data once, and that data is automatically, securely, and confidentially transferred to payroll systems and other related applications.

Acumatica's open APIs and native integrations enable companies to connect their HR and ERP applications.

CROSS-TRAIN NEW HIRES

Companies should re-evaluate training programs and train new hires based on priorities. They should teach workers about projects and priorities that intersect with their roles while helping them learn processes and tools. When companies provide cross-training and help new hires connect the dots between functions, they boost engagement and equip workers to prioritize their time better and move projects along, despite workforce gaps.

DEPLOY COLLABORATIVE SYSTEMS

ERP systems and integrated workflows enable new hires to see the connection between their tasks and the larger operation. Acumatica empowers collaboration by delivering end-to-end visibility and unlimited-user access. For example, new staff can quickly access customer account history, warranty information, and even outstanding payments as needed and as allowed by the business's security protocols. Users can connect easily via the ERP system and integrated collaboration applications, like Microsoft Teams. Customers can check account statuses and submit requests through the Customer Portal.

The modern ERP platform also connects to specialized third-party applications, such as HR management systems, to provide full transparency into operations and the ability to collaborate across different functions. At the same time, Acumatica's role-based security and user authentication keep confidential data private.

Acumatica connects with leading HR applications, including Workforce Go, ADP, Lumber, Arcoro, Criterion HCM, and others.



PROVEN WAYS TO REDUCE TURNOVER

Best Ways to Engage and Retain Employees

Every time an employee resigns, the average company spends six to nine months trying to replace them and loses thousands of dollars in productivity. The turnover also usually leads remaining staff members to re-evaluate their futures with the company. Therefore, organizations must work to retain and address factors that fuel turnover. Improving employee retention and engagement requires:

- Instilling a sense of purpose among workers.
- Ensuring direct managers lead with empathy and support.
- Providing flexibility and work-life balance.
- Fostering open communication.
- Offering professional development and career planning.

According to SMB research, 90% of businesses that implemented new measures to promote flexibility reported those measures helped them better attract and retain talent. The right technology empowers employee engagement by facilitating collaboration, driving transparency, and enabling employees to work efficiently.[15]

REAL-TIME DATA DRIVES PRODUCTIVITY

With Acumatica, employees can automatically retrieve the information they need to thrive. Acumatica combines the power of its award-winning ERP system with a customizable reporting engine and business intelligence to present personalized KPIs on each user's homepage.

No-code/low-code report development lets users point-and-click their way to creating personalized dashboards that prioritize time-sensitive tasks and KPIs. For example, sales teams can create dynamic reports, such as bar charts to track sales progress, pivot tables to analyze revenue numbers from different angles, and pie charts to view campaigns. Employees can even use business tiles to understand multiple elements simultaneously. They can rely on dashboards and automated alerts to keep tasks moving. Pulling from a unified database, Acumatica reports put every user on the same page with a single version of organizational truth.

Acumatica empowers partner collaboration by supporting unlimited users and providing role-based access to real-time data and tasks.

MOBILITY PROMOTES FLEXIBILITY

Acumatica enables employees to do their best work anywhere, any time. The mobile framework delivers the same experience on every browser-based device. Users can keep work moving along and respond to creative impulses wherever they are by accessing Acumatica on their mobile devices. For example, they can approve or reject purchases, lift or maintain credit holds, identify trends, or drill down to analyze problems and make informed decisions.

INTUITIVE, USER-FRIENDLY TECH

Acumatica engages users with integrated systems, automated workflows, and an intuitive interface. Its 360-degree views provide transparency into data, while the centralized database facilitates real-time access to role-based data. In addition, integrated business processes eliminate redundancy and inaccuracy.

Acumatica consistently wins customer and analyst awards for usability. In G2's Winter 2025 Mid-market ERP Systems Usability Index[16], based on real user reviews, Acumatica earned the top spot, ranking above others including Oracle NetSuite, Microsoft Dynamics, and Epicor.

[15] Acumatica, Dell Technologies, and Workday. *SMB Directions for the Future of Work*.
[16] G2. (2025). *Midmarket Usability Index for ERP Sytems | Winter 2025*.



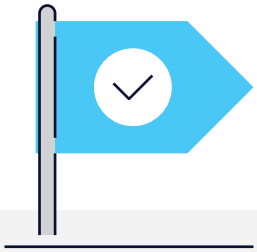
Combat the Labor Shortage with Acumatica

Critical labor shortages plague organizations of every size and type. Many businesses have cut hours and services to compensate, while others have shut down altogether. Most have stepped up recruiting measures, hoping to fill out their ranks. However, today's labor crisis amounts to much more than a numbers game. We are now in the Great Detachment, with rising employee turnover signaling a simmering dissatisfaction in the workforce. Employees want work-life balance and personal wellbeing, good pay or benefits, stability and job security, and a job that allows them to do what they do best. At base, they're seeking fulfillment: a job with room for life, pay to fund that life, stability to continue living that life, and work that has purpose.

Companies need a multi-faceted approach to address these needs, which will involve revisiting and revamping the company culture, identifying and addressing current employee dissatisfaction, and providing the technological support and flexibility today's workers demand.

Acumatica's modern ERP solution attacks the labor crisis on several fronts. It can forecast and help plan labor needs and reduce employee overwork by automating tedious manual processes. It can also improve employee engagement with an intuitive, collaborative system. Unlimited-user licensing frees businesses to connect all employees to the system, without per-user fees. As a cloud-based platform, Acumatica delivers transparency across global enterprises and ensures all users can access the real-time and historical data they need anywhere at any time. Integrated workflows also engage employees by connecting the dots between related functions and demonstrating the value in each user's activities. Robust dashboards and automated alerts push critical data and activities to users. With artificial intelligence and machine learning shouldering reptitive tasks, employees can focus on strategic work.

When employees have the information they need to succeed in their roles while doing purposeful work for a company that makes them feel valued, employee satisfaction improves. When employee satisfaction improves, retention rates increase. As retention rates increase, job seekers take notice and are more apt to apply to open positions because they believe that company may be a workplace where they will feel fulfilled.



"For me, Acumatica means flexibility in every single thing we do because that is the only way we're going to grow and ultimately help us with our mission."

– ALLEN CONNELY
CHIEF EXECUTIVE OFFICER
MOZAIC

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Acumatica
The Cloud ERP

Acumatica Cloud ERP is a comprehensive business management solution that was born in the cloud and built for more connected, collaborative ways of working. Designed explicitly to enable small and mid-market companies to thrive in today's digital economy, Acumatica's flexible solution, customer-friendly business practices, and industry-specific functionality help growing businesses adapt to fast-moving markets and take control of their future.

For more information on Acumatica, visit www.acumatica.com or follow us on LinkedIn.