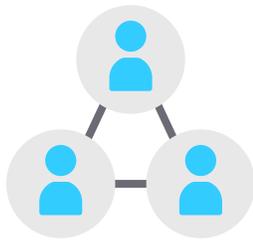


THE ACUMATICA DIFFERENCE

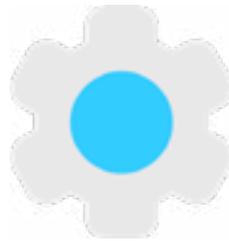
8 Ways Acumatica's Customer-First Approach Stands Out

Given the complexities of business technology, it can be difficult to distinguish one ERP vendor from another. We take pride in what makes Acumatica different, from our born-in-the-cloud technology, to our exclusive focus on serving small and mid-sized businesses, to our vibrant Community. Here are eight significant ways our approach and practices differ by design from other ERP technology vendors and systems on the market.

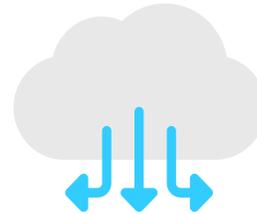
The 8 Ways Acumatica Is Different



1. Unlimited-user
Licensing



2. Complete
Configurability



3. An Open Platform



4. Security and
Availability



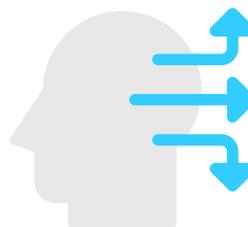
5. Your Data is Yours



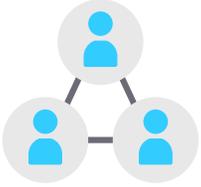
6. Flexible
Deployments



7. Honest,
Transparent Pricing



8. Free Training and
Access to Information



[TABLE OF CONTENTS >](#)

DIFFERENCE #1

Unlimited-user Licensing

[READ THE FULL BLOG >](#)

From the very beginning, Acumatica has been committed to a refreshingly different licensing approach based on a simple premise: We believe businesses should never be penalized for adding more users to their ERP systems. Our unlimited-user licensing, also called consumption-based licensing, charges for the resources you actually consume, not for the number of users you have in the system. You don't pay per seat or per head; you just pay for the resources you need. Unlimited-user licensing gets you:

Flexible Business Growth

Grow on *your* terms. Quickly and smoothly scale up as your business takes on more employees and customers or scale down for seasonal fluctuations.

Empowered Employees

Information is power. All employees are empowered with the data they need to do their jobs, in real time.

No Surprise Fees

Costs are fixed in your chosen licensing tier based on the number of resources you plan to use, and you can know ahead of time what those projected costs will be.

Greater Collaboration

Give consultants, shareholders, auditors, and even customers access to the system, so they can communicate, collaborate, and make data-driven decisions at no extra per-user cost.

Acumatica is unique in the ERP industry as the only vendor with unlimited-user licensing —giving you the flexibility to apply the system however you see fit across your internal and external ecosystems.

“We’ve added a lot of employees over the last year or so, scaling from 60 employees to approximately 100 and will continue to do so. We wanted a licensing model that will grow with us and promote user adoption, so we can get the most value from it.”

– CHRIS DRAKE, CHIEF OPERATING OFFICER, SMARTNUMBERS

[LEARN MORE >](#)



[TABLE OF CONTENTS >](#)

DIFFERENCE #2

Complete Configurability

[READ THE FULL BLOG >](#)

Many business management technology systems are restrictive, and their limited adaptability forces companies to change business processes to fit what the product can do. This is frustrating, and Acumatica gets it. We believe ERP technology should be configurable, so it can be altered to fit the business, not the other way around. Complete configurability gets you:

Effortless Adaptability

Business processes experts, who already know your operations inside and out, can make changes to the system through the user interface—without developers.

Configuration on the Fly

Make adjustments without disrupting your workflows, taking the system offline, or getting locked into an outdated version.

Personalized Interface

Set up role-based security protocols, configure dashboards to show the information you need when you need it, and customize how data is collected and analyzed.

Agility and Reliability

When circumstances and the business landscape change, you have a fully equipped software powerhouse ready to take on whatever customizations you need to throw at it.

We believe all businesses have the right to a business management system that starts with best practices and accommodates strategic business processes. With Acumatica, you can count on it.

“Acumatica allows you to do business the way you want and can work around your unique requirements. It does make you reflect and identify where it will help you straight out of the box, but it is also flexible and agile, allowing you to reflect on your processes and make slight changes as you see fit.”

– CLYDE ATTARD, SALES DIVISIONAL MANAGER, P. CUTAJAR & CO. LTD.

[LEARN MORE >](#)



[TABLE OF CONTENTS >](#)

DIFFERENCE #3

An Open Platform

[READ THE FULL BLOG >](#)

Acumatica is built on a modern cloud platform and grounded in the world’s best cloud and mobile technology, designed to empower developers and business users alike. We believe that you have the right to an open, easy-to-use, flexible solution that can take you wherever your business needs to go and give you peace of mind, knowing that you are in control of your future. An open platform gets you:

Open APIs

Acumatica’s open APIs allow you to link other add-on applications to the system, pushing the envelope of what is possible with ERP systems

Low-Code / No-Code Framework

You don’t need extra IT staff, external developers, specialized knowledge, or extensive coding training to configure the system to your needs.

Mobility and Collaboration

Acumatica’s mobile app is designed for companies on the move. Your real-time data is accessible to you 24/7—anytime, from anywhere.

A Future-Ready Foundation

Our platform is built to enable your business to stay grounded while reaching for new successes. Be prepared for any eventuality, so the surprises of the future can be stepping-stones, not stumbling-blocks.

Acumatica’s powerful, open platform helps businesses like yours customize and scale their operations quickly while ensuring flexibility in a constantly changing market.

“It was a logical choice—with Acumatica we can communicate and integrate with other tools easily, which is a big plus, as we use tools like Procore, Excel, ProEst, and Building Connected.”

– BRUCE YOUNG, PRESIDENT AND CO-FOUNDER, CURRAN YOUNG CONSTRUCTION

[LEARN MORE >](#)



DIFFERENCE #4

Security and Availability

[READ THE FULL BLOG >](#)

[TABLE OF CONTENTS >](#)

A modern ERP system should never lock your business into one way of doing things. However, such a system should be “locked” in a different way. That is, it should be secure and reliable. Core to Acumatica’s commitment to its customers is the foundational belief the every business has the right to a complete security model that covers your application access, data, reports, and devices. Our ironclad commitment in this area gets you:

Secure SaaS

When you choose Acumatica software as a service, we host the system and are responsible for maintaining, updating, and securing it with extensive, enterprise-grade protection crafted to give you lasting peace of mind.

24/7 Monitoring

Enterprise-level security tools and software constantly monitor your Acumatica system to prevent, detect, and address any security threats.

Role-based Data Access

Users are assigned unique security credentials and rights tailored to their roles. Each user can only access the data and screens you give them permission to see, providing an additional layer of security and compliance.

Uptime, All the Time

The Acumatica system is always up, running, and ready for you to seize the business day. Whether that day starts at midnight or 4:00 PM, the system, with its 99.9% uptime is there and available to put all your data at your fingertips.

Acumatica is committed to making sure your ERP software—which runs your mission-critical operations—is secure in every way. Even in the even of disasters that could physically damage hardware and take the system offline, there is an additional layer of protection. Acumatica backs up all data to separate geographic zones. If a disaster were to occur and shut down the datacenter hosting your software, Acumatica would quickly resume your service from an alternate datacenter. Every eventuality is planned for to keep our systems running at the speed of your business.

“It was someone’s entire job to babysit [sales order imports into our jobsite management system, Shoptech E2, because the imports often crashed]. It was harrowing, and we’d lose a whole day’s worth of accounting because it would often lead to corruption in QuickBooks. It was just terrible and went on for almost a year. [Now], as soon as everything lands in Acumatica, the accounts receivable specialist has everything she needs. The matching is all done for her.”

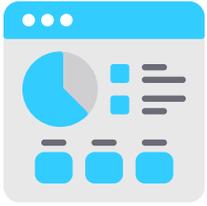
– SCOTT STILSON, MANAGER OF INFORMATION SYSTEMS, DIAMONDBACK TRUCK COVERS

[LEARN MORE >](#)

“[When our sprinkler system caused] massive flooding [in our offices], the one fortunate thing was that, throughout the chaos, I didn’t have to worry about our ERP system, our integrity of the data, or the security of it because it was all off-site.”

– NATHANIAL FAIRWEATHER, MANAGING DIRECTOR, TRIODE

[LEARN MORE >](#)



DIFFERENCE #5

Your Data Is *Yours*

[READ THE FULL BLOG >](#)

[TABLE OF CONTENTS >](#)

Data is a sacred trust. Acumatica takes this trust to heart and believes that all businesses have the right to manage and control their own data—always. The Acumatica system helps you store, access, use, analyze, record, and make decisions based on your data. But that doesn't mean *your* data suddenly becomes *our* data. It means we provide you the tools to help you manage it; we keep it secure. We ensure the data is always yours through:

Data Backups

Acumatica continuously, and at no extra charge, backs up your data every day, and incremental backups of transaction logs are saved frequently throughout the day.

Scheduled Data Retention

Daily backups are retained for four days. The last backup of each week is retained for four weeks. The backup taken on the last day of a month is retained for four months, and the last backup of a quarter is retained for one year.

Usable Formats

Other ERP vendors hold customer data hostage. With Acumatica, you will always have access to your data in a usable, SQL format—never a flat file.

Easy Restoration

Acumatica's optional backup access service gives you anytime access to seven days of rolling backups. The database snapshots feature lets you take your own snapshots of your entire company, and restore them at a later date.

To operate efficiently, you need to own and control your business's data at all times. You shouldn't be faced with the fear and uncertainty that you may one day be forced to stop operations because an ERP vendor has set up roadblocks to your data access. You shouldn't have to worry about whether or not your data is actually yours. With Acumatica, that will never be a concern.

Mozaic is a nonprofit based in New York State. At the height of the COVID-19 lockdowns, and exactly one day before Acumatica was scheduled to go live across the organization, Mozaic was hit by a ransomware attack. Every program was affected—except for Acumatica. In the cloud, Acumatica was secure and untouched. When Mozaic contacted Sage to access the rest of their data, their only choice was to pay \$20,000 for a new version of the program.

“Sage held us hostage. They wouldn't even give us the older version to load. So, it's like we were hit with ransomware twice.”

– TAMMY RAUB, CHIEF FINANCIAL OFFICER, MOZAIC

[LEARN MORE >](#)



DIFFERENCE #6

Flexible Deployments

[READ THE FULL BLOG >](#)

[TABLE OF CONTENTS >](#)

“One size fits all” simply doesn't cut it when it comes to business management solutions. A single ERP deployment method can't possibly meet the needs of every business, all with unique requirements and processes. That's why Acumatica provides multiple options.

Fully-managed Cloud (SaaS)

The Acumatica system is hosted on the most secure infrastructure for SMBs, Amazon Web Services (AWS), and Acumatica is responsible for maintaining and upgrading the software and hardware, while ensuring the highest levels of security, availability, and performance.

Incremental

You can implement Acumatica gradually—step by step, department by department, branch by branch, entity by entity. This gives you the freedom to revamp business processes, train users, and configure the system in a measured, methodical way.

Fully-secure Private Cloud

The Acumatica system is hosted by a hosting partner, like AWS, in a private cloud devoted entirely to your data. It provides all the security, flexibility, and functionality of a fully-managed SaaS deployment with an extra layer of privacy—particularly suited to highly regulated industries.

FastTrack

You can also choose to implement Acumatica quickly, going live in 90 days or less. This is designed to help you be more productive faster and to accelerate the process of reaching a strong ROI.

As Adam Stoffel, Director of Business Information Services at Acumatica customer Polywood, puts it: companies should be expected to “fit the system to the business, not the business to the system.” Beyond configuring the solution to meet your needs, that also means being able to deploy it in the way that works best for your business. When you choose Acumatica, it becomes the hub of your operations, and you should be able to deploy your system your way.

“We went live department by department and started with finance and wholesale. The benefit in those departments was immediate because we transitioned from finance running QuickBooks and wholesale running on Excel. Now, we have interconnectivity with our ledgers, sales orders, shipments, and invoicing, all in the same system.”

– KAI EARTHSOONG, VP OF SUPPLY CHAIN MANAGEMENT, HAPPY VALLEY

[LEARN MORE >](#)



DIFFERENCE #7

Honest, Transparent Pricing

[READ THE FULL BLOG >](#)

[TABLE OF CONTENTS >](#)

Inflation and rising costs are a constant source of stress. Businesses are looking for fairness in cost, transparency in pricing, and flexibility in contract terms. Acumatica feels the same. We believe in being clear and transparent with our customers—in proposals and pricing. Our uniquely reasonable approach to fair pricing offers customers:

No Surprises

Acumatica believes every customer has a right to a software and services proposal with clear fee structures and no surprises. Unlike other ERP vendors, we will never hide fishhook fees in the bait of a proposal that looks great on the surface.

Transparent Pricing

Customers have a right to know what their business management solution will cost now and how that cost may change over time.

Understandable Terms

Acumatica’s proposals will never include complex provisions that build in additional, charges in a convoluted way. Businesses should never have to worry that, if they misinterpret confusing language, they’ll be hit with unexpected fees later.

No Long-term Commitments

Customers sign on with Acumatica for a one-year term, so they never get locked into paying for software that, over time, they may decide they don’t want or need.

Acumatica's dedication to predictable fee structures and transparent pricing is, at its core, a commitment to fundamental fairness. Businesses deserve to be treated fairly, and Acumatica sticks to that promise.

“We had heard about other vendors who get you in and then crank up the price later, but Acumatica doesn't do that.”

– CHAD TREADWELL, VICE PRESIDENT OF OPERATIONS, FSC LIGHTING

[LEARN MORE >](#)



DIFFERENCE #8

[READ THE FULL BLOG >](#)

Free Training and Access to Information

Instead of having technology imposed on them, all customers are entitled to have a voice in how their technology is developed and implemented. This is fundamental in making sure that technology truly addresses their real-world needs. We are committed to giving the Acumatica Community easily accessible ways to have this voice—to communicate, ideate, and imagine what's next. That means giving our customers:

[TABLE OF CONTENTS >](#)

Instant Access to Knowledge

Customers have the right to take advantage of all knowledge and resources developed across the Acumatica Community. They also have the right to freely participate in this Community, have their voices heard, and influence change.

Customer-driven Innovation

In the online Acumatica Community Portal, you can share insights and post product ideas informed by your daily use of the system. You can also vote on other users' ideas. We use this feedback to determine what new features to add to the Acumatica solution.

Free Online Training

Acumatica Open University provides comprehensive, self-directed training through user-friendly courses, insightful webinars, and specialized learning paths.

Accessible Support

Acumatica and your partner stay with you, not just after implementation, but permanently. As long as you use the software, we will be here to answer questions and provide resources and support.

Acumatica gives customers the opportunity for in-depth, enriching engagement, so they can become real partners in developing the product, while learning more about how they can better use technology to help their businesses thrive and grow.

“After a little bit of training, everyone loves Acumatica. It was easy to adjust to, and it's really user-friendly. The support you get at Acumatica, you don't get at any other company.”

– SENDY STERN, CHIEF TECHNOLOGY OFFICER, FABUWOOD

[LEARN MORE >](#)

“Acumatica is kind of this golden thread that runs through our business and supports us culturally as well. The post-implementation support we've had from both our partners in the UK...and Acumatica directly has been second to none. They make you feel like you are their number one customer, and they can't do enough to help you. So, we've been very impressed.”

– CHRIS DRAKE, CHIEF OPERATING OFFICER, SMARTNUMBERS

[LEARN MORE >](#)

CONCLUSION

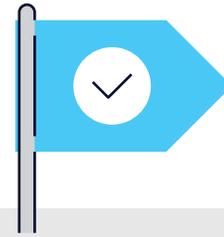
The Heart of the Acumatica Difference is Our Community

All these things that set Acumatica apart from other ERP vendors are driven by our Customer Bill of Rights. We're the first company in the business management technology market to codify and publicly set forth the basic rights customers should expect from their ERP vendor. With our commitment to responsible, honest business practices, we uphold those rights every day.

And, when all is said and done, a common theme emerges. The Acumatica Difference can be boiled down to our customer-first approach, culture, and ethos.

Acumatica is different by design. We are built on the conviction that thriving small and midsize businesses are the heart of the modern digital economy. We are a thriving Community of partners, customers, and creators, who are invested in seeing tomorrow's leading businesses grow on their terms. Together, we are driven to continuously seek out better ways to work, so we can redefine business management software for everyone.

That's the Acumatica Difference.



"I've tried a lot of systems. Acumatica is the first one we feel actually encompasses our whole business. It gives us the tools that we really need to drive our business forward, and in a market and industry that is compressing....The biggest thing that I could recommend is that you truly understand all of your data. Understand how your business is being run. It might be a little scary to change things, but [deploying Acumatica] is one of the better decisions that we've made as a company."

– SEAN CORRIGAN
VICE PRESIDENT OF OPERATIONS
HAPPY VALLEY

[LEARN MORE >](#)



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](#).