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Acumatica 2026 R2: Intelligence for the Midmarket with Embedded AI

October 01, 2026

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IDC'S QUICK TAKE

Acumatica released R2 2026 today. The new GA product release brings Acumatica to the AI levels of many of its peers. While these AI updates may appear late, Acumatica clients find this new AI journey well timed, as told to IDC earlier this year. Many organizations, while trying AI, are leery of it and would prefer to walk before they run. With this next release, Acumatica is enabling its clients to do more at their own pace and with greater confidence.

PRODUCT ANNOUNCEMENT HIGHLIGHTS

The R2 2026 updates bring midmarket businesses embedded AI, modern analytics, a streamlined user experience, and industry-specific enhancements that are designed to help organizations improve productivity, make faster decisions, and scale more efficiently. The R2 2026 release brings forward new capabilities:

- **AI assistant and AI automation:** Midsize businesses will find a huge uplift with quicker and faster business answers, anomaly detection, the automation of repetitive tasks, and trigger prompt-driven workflows within Acumatica.
- **Modern user interface:** As organizations move to R2, they will automatically transition to Acumatica's modern user interface, which provides a more consistent and intuitive experience across the Acumatica platform.
- **Modern analytics for faster decision-making:** Acumatica R2 2026 lays the foundation for a unified, always-current view of the business with a high-performance governed data source that surfaces everywhere teams need it — in dashboards, financial statements, and now in the AI tools they already use. There are two advances anchoring this shift:
  - **Native data warehouse:** Reporting and analytics now run against a dedicated, performance-optimized copy of ERP data instead of the live transactional database, so reports don't compete for system resources with day-to-day order entry, invoicing, and approvals. This foundational layer of centralized ERP data and performance optimization will be enhanced in future updates.
  - **Model Context Protocol (MCP) connection:** Organizations can securely connect Claude, ChatGPT, Gemini, and other MCP-compatible AI tools directly to their Acumatica data without exporting, uploading, or duplicating information in a separate AI workspace. Role-based permissions, inherited security, and field-level data masking automatically carry over, allowing teams to use the AI tools they already rely on while IT retains centralized governance and auditability for every query. Together with existing capabilities such as InsightXL, which connects live Acumatica data directly to Excel, these advances extend Acumatica's analytics, so the same governed data reaches finance and operations teams through whichever surface the

moment calls for — a dashboard, spreadsheet, AI assistant, or AI tool of their choice.

- Acumatica's key industries are enhanced with purpose-built capabilities that address the unique operational needs:
  - **Construction:** New Service Management and construction exchange applications help contractors improve field coordination, strengthen collaboration, and gain better visibility across the project life cycle. AI-powered assistance further streamlines document management, reporting, and task automation.
  - **Manufacturing:** Shop Floor Kiosk 2.0, APS Engine integration, and production planning enhancements help manufacturers improve scheduling, optimize shop floor execution, and make more informed production decisions with AI-assisted insights.
  - **Distribution:** New Available-to-Promise functionality, intelligent picking strategies, and unified materials management help distributors improve fulfillment accuracy, increase warehouse efficiency, and deliver more reliable customer commitments.
  - **eCommerce:** Improved connector stability, expanded BigCommerce capabilities, and Acumatica Payments integrations help retailers streamline ecommerce operations and payment experiences.

IDC'S POINT OF VIEW

Acumatica's new release brings the company up to par with other technology vendors that have been there a bit longer; however, the delay doesn't appear to be hurting Acumatica clients or prospects. In IDC's June 2026 *Enterprise Application and Agent Strategies Study,* 72% of organizations now use AI-enabled SaaS and cloud-enabled enterprise applications. In addition, 30% of organizations noted that AI is being used in this regard to enable an AI-ready workforce. Acumatica clients are now finding they can effectively help their employees become AI ready with these new capabilities in Acumatica R2 2026.

In addition, the modern analytics for faster decision-making brings forward some of the many manual and semi-manual activities found in spreadsheets and other areas, which can now close gaps around the entire workflow. This is critical for organizations, as noted by IDC's June 2026 *Enterprise Application and Agent Strategies Study,* which found that manual and semi-manual workflows remain the largest process type with 32–39%. This new aspect will help bring automated workflows tied into Acumatica for faster decision velocity and better decision-making in the context of the workflow.

All of these new capabilities mean Acumatica is now not only enabling a better AI journey for its clients but also creating more intelligence within a workflow, so the organization can make decisions faster, scale quickly, and navigate business issues faster.

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