



Services-Centric Cloud ERP

Enterprise resource planning for human-centric organizations

Q1 2021

SERVICES-CENTRIC CLOUD ERP

FINANCIALFORCE
INFOR CLOUDSUITE
MICROSOFT
DYNAMICS 365
ORACLE ERP CLOUD

CONSTELLATION
ShortList™

8
solutions
to know

ORACLE NETSUITE
SAP S/4HANA
UNIT4
WORKDAY

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The Constellation ShortList™ presents vendors in different categories of the market relevant to early adopters. In addition, products included in this document meet the threshold criteria for this category as determined by Constellation Research.

This Constellation ShortList of vendors for a market category is compiled through conversations with early adopter clients, independent analysis and briefings with vendors and partners.

About Constellation Research

As an award-winning Silicon Valley-based strategic advisory and futurist analyst firm, Constellation Research serves leaders and organizations navigating the challenges of digital strategy, business-model disruption and digital transformation.

Constellation works closely with solution providers, partners, C-suite executives, board of directors, and its Constellation Executive Network of buy-side leaders to lead the way in research coverage and advise clients how to achieve valuable business results.

About This Constellation ShortList

Services-centric enterprise resource planning (ERP) provides financials and professional services capabilities for organizations that deliver services to customers. The most important resource in services-centric ERP is the human resources. Offerings in this Constellation ShortList must include both financials and professional services automation capabilities. The global ERP software and services market is expected to be \$57.6 billion by 2025.

One of the big shifts in the past 12 months has been the roles of journey orchestration, automation and artificial intelligence. Organizations seek the ability to get to zero FTE back-office organizations and autonomous processes. The goal is to determine when processes should be delivered with intelligent process automation, augmentation of machines with humans, augmentation of humans with machines, and human ingenuity and judgment.

Threshold Criteria

Constellation considers the following criteria for these solutions:

- AI and automation capabilities
- Enterprise financials
- Grant management
- Human capital management
- Indirect procurement
- Professional services automation
- Project planning
- Travel and expense management

The Constellation ShortList™

Constellation evaluates more than 20 solutions categorized in this market. This Constellation ShortList is determined by client inquiries, partner conversations, customer references, vendor selection projects, market share and internal research.

- FinancialForce
- Infor CloudSuite
- Microsoft Dynamics 365
- Oracle ERP Cloud
- Oracle NetSuite
- SAP S/4HANA
- Unit4
- Workday

Frequency of Evaluation

Each Constellation ShortList will be updated at least once per year. There could be an update after six months, should the analyst deem it necessary.

Evaluation Services

Constellation clients may work with the analyst and research team to conduct a more thorough discussion of this Constellation ShortList. Constellation can also provide guidance in vendor selection and contract negotiation.

Business Themes



Technology Optimization

To learn more:

Visit www.constellationr.com/ShortList
or email shortlist@constellationr.com



R "Ray" Wang Founder and Principal Analyst

R "Ray" Wang provides insight into how disruptive technologies and new business models—such as digital transformation— impact brands,

enterprises and organizations. He also focuses on harnessing innovation, creating next-generation business and IT leadership, and applying the new rules of business. Wang has held executive roles in product, marketing, strategy and consulting at companies including Forrester Research, Oracle, PeopleSoft, Deloitte, Ernst & Young and Johns Hopkins Hospital.

