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PRODUCT SCORECARD

Unit4 ERP

Enterprise Resource Planning

Improving and Accelerating Enterprise Software Evaluation and Selection

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Sliedrecht, ZH
Netherlands

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www.unit4.com

www.linkedin.com/company/unit4

1000+ Customers
3,000 Employees
Founded 1980

23

Reviews

INFO~TECH
RESEARCH GROUP

Unit4 ERP
Product Scorecard Contents

How to Use the Scorecard

The Product Scorecard is a comprehensive report designed to help clients make better purchasing decisions.

Data in the report is collected from real end users' of the product and analyzed in an exhaustive fashion with extensive data analytics.

Use this report to understand whether this product is right for your organization.

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NUMBER OF REVIEWS
23
UNIT4

Unit4 ERP

ENTERPRISE RESOURCE PLANNING

Unit4 Business World is a cloud ERP solution that enables service-centric organizations in the public and private sectors to gain a significant advantage over their peers. Its leading-edge architecture facilitates faster innovation at a lower cost and with less disruption. The result is more opportunity and smarter operations.

3,000 Employees
1000+ Customers
www.unit4.com

Stations Park 1000
Sliedrecht, ZH
Netherlands

The composite satisfaction score (Composite Score) is an average of four different areas of evaluation: Net Emotional Footprint, Vendor Capabilities, Product Features, and Likeliness to Recommend. The Net Emotional Footprint Score measures user emotional response ratings of the vendor (e.g. trustworthy, respectful, fair).

GOLD MEDALIST
Software Reviews
2020

8.0/10 COMPOSITE SCORE

Likeliness to Recommend

Promoters		47%
Passives		36%
Detractors		17%

LIKELINESS TO RECOMMEND
79%
ENTERPRISE RESOURCE PLANNING CATEGORY

Plan to Renew

Definitely		39%
Probably		57%
Probably Not		2%
Definitely Not		2%

PLAN TO RENEW
96%
ENTERPRISE RESOURCE PLANNING CATEGORY

Satisfaction that Cost is Fair Relative to Value

Delighted		32%
Highly Satisfied		54%
Almost Satisfied		12%
Disappointed		2%

SATISFACTION
78%
ENTERPRISE RESOURCE PLANNING CATEGORY

Vendor **Capability** Satisfaction

When making the right purchasing decision, use peer satisfaction ratings to decipher Unit4 ERP's strengths and weaknesses, and determine which capabilities matter most to you. A scale of satisfaction ranging from Disappoints, Almost Satisfies, Highly Satisfies, and Delights is applied to each core vendor capability providing an ability to understand satisfaction across several business and IT competencies.

How satisfied are you with the following Unit4 ERP capabilities?

Ease of Implementation

80% SATISFACTION
73% CATEGORY AVERAGE

The ability to implement the solution without unnecessary disruption.
Successfully implementing new software is necessary to realize its full value and promote end user adoption. This data indicates whether or not the product is easy to implement.

DEGREE OF SATISFACTION

| Delights | Highly Satisfies | Almost Satisfies | Disappoints |

47% OF CLIENTS ARE DELIGHTED

Usability and Intuitiveness

77% SATISFACTION
74% CATEGORY AVERAGE

The ability to reduce training due to intuitive design.
End user learning curves cost the organization money. Pay attention to your end users' technical ability to determine how important UX is in your purchase.

DEGREE OF SATISFACTION

| Delights | Highly Satisfies | Almost Satisfies | Disappoints |

33% OF CLIENTS ARE DELIGHTED

Vendor Support

83% SATISFACTION
73% CATEGORY AVERAGE

The ability to receive timely and sufficient support.
The importance of vendor support will vary for each organization depending on internal capabilities, but there will always be issues that only the vendor can resolve.
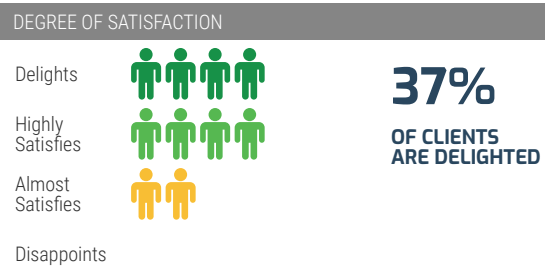
DEGREE OF SATISFACTION

| Delights | Highly Satisfies | Almost Satisfies | Disappoints |

40% OF CLIENTS ARE DELIGHTED

Breadth of Features

80% SATISFACTION
75% CATEGORY AVERAGE

The ability to perform a wide variety of tasks.
Users prefer feature rich software that enables them to perform diverse series of tasks. This data expresses user satisfaction with the product's breadth of features.

DEGREE OF SATISFACTION

| Delights | Highly Satisfies | Almost Satisfies | Disappoints |

37% OF CLIENTS ARE DELIGHTED

Business Value Created

76% SATISFACTION
74% CATEGORY AVERAGE

The ability to bring value to the organization.
Software needs to create value for employees, customers, partners, and, ultimately, shareholders. This data expresses user satisfaction – or lack thereof – with the product's business value.

DEGREE OF SATISFACTION

| Delights | Highly Satisfies | Almost Satisfies | Disappoints |

28% OF CLIENTS ARE DELIGHTED

Ease of Data Integration

79% SATISFACTION
73% CATEGORY AVERAGE

The ability to seamlessly integrate data.
Use this data to determine whether the product will cause headaches or make data integration easy.
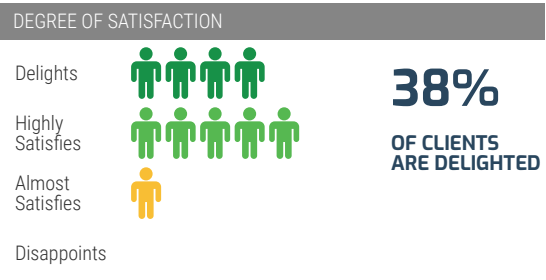
DEGREE OF SATISFACTION

| Delights | Highly Satisfies | Almost Satisfies | Disappoints |

37% OF CLIENTS ARE DELIGHTED

Product Strategy and Rate of Improvement

76% SATISFACTION
72% CATEGORY AVERAGE

The ability to adapt to market change.
Vendors who don't stay on top of emerging needs and trends won't enable you to meet your business goals. Use this data to separate innovators from imposters.

DEGREE OF SATISFACTION

| Delights | Highly Satisfies | Almost Satisfies | Disappoints |

24% OF CLIENTS ARE DELIGHTED

Quality of Features

77% SATISFACTION
74% CATEGORY AVERAGE

The ability to perform at or above industry standards.
Feature quality is just as important as quantity. Use this data to determine if this product will do what you're purchasing it to do, easily, intuitively, reliably, and effectively.

DEGREE OF SATISFACTION

| Delights | Highly Satisfies | Almost Satisfies | Disappoints |

33% OF CLIENTS ARE DELIGHTED

Availability and Quality of Training

81% SATISFACTION
71% CATEGORY AVERAGE

Quality training allows employees to take full advantage of the software. Effective and readily available training enables users to get the most out of the software you've chosen. Use this section to make sure your vendor's training programs and materials measure up.

DEGREE OF SATISFACTION

| Delights | Highly Satisfies | Almost Satisfies | Disappoints |

38% OF CLIENTS ARE DELIGHTED

Ease of IT Administration

77% SATISFACTION
74% CATEGORY AVERAGE

Ease of use of the backend user interface.
This data indicates whether IT personnel will be able to resolve issues and perform configurations efficiently and effectively.
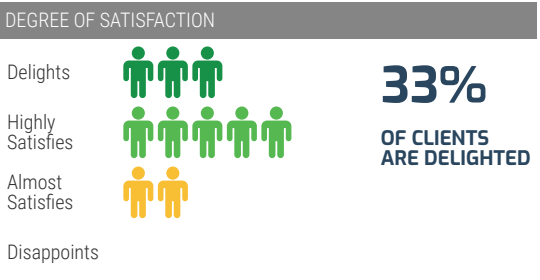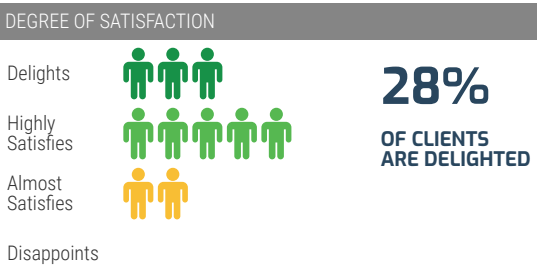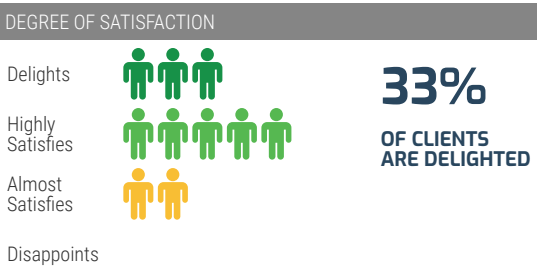
DEGREE OF SATISFACTION

| Delights | Highly Satisfies | Almost Satisfies | Disappoints |

19% OF CLIENTS ARE DELIGHTED

Ease of Customization

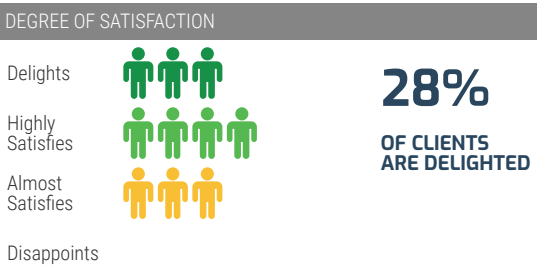**72%** SATISFACTION
72% CATEGORY AVERAGE

The ability to scale the solution to a business' unique needs.
Don't get bogged down in a difficult customization; use this data to make sure you can easily achieve the functionality you need for your particular situation.

DEGREE OF SATISFACTION

| Delights | Highly Satisfies | Almost Satisfies | Disappoints |

28% OF CLIENTS ARE DELIGHTED

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Product
Feature Satisfaction

Pay attention to the features you need for your scenario by evaluating peer feature satisfaction ratings. Tolerate low scores on features that do not impact your business, instead focus on scores being high for features that matter. A scale of satisfaction ranging from Disappoints, Almost Satisfies, Highly Satisfies, and Delights is applied to each feature core to the Enterprise Resource Planning market.

How satisfied are you with the following Unit4 ERP features and functionalities?

ENTERPRISE RESOURCE PLANNING

MANDATORY FEATURES

Accounting and Financial Management

82% SATISFACTION
77% CATEGORY AVERAGE

Includes accounting and finance functions such as general ledger, accounts payable, and accounts receivable.

DEGREE OF SATISFACTION
Delights
Highly Satisfies
Almost Satisfies
Disappoints

34% OF CLIENTS ARE DELIGHTED

Analytics and Reporting

79% SATISFACTION
74% CATEGORY AVERAGE

Includes historical & real-time dashboard visualizations, detailed & summary reporting, sales forecasting & easy data extraction for data analysis.

DEGREE OF SATISFACTION
Delights
Highly Satisfies
Almost Satisfies
Disappoints

32% OF CLIENTS ARE DELIGHTED

BI and Performance Management

79% SATISFACTION
73% CATEGORY AVERAGE

Includes all aspects of reporting and BI analytics, as well as planning and optimization.

DEGREE OF SATISFACTION
Delights
Highly Satisfies
Almost Satisfies
Disappoints

36% OF CLIENTS ARE DELIGHTED

Procurement Management

77% SATISFACTION
75% CATEGORY AVERAGE

Includes purchasing and procurement management, as well as supplier management and optimization.

DEGREE OF SATISFACTION
Delights
Highly Satisfies
Almost Satisfies
Disappoints

29% OF CLIENTS ARE DELIGHTED

Industry Specific Capabilities

78% SATISFACTION
74% CATEGORY AVERAGE

Includes all unmentioned industry specific modules and capabilities related to the primary industry of your company.

DEGREE OF SATISFACTION
Delights
Highly Satisfies
Almost Satisfies
Disappoints

28% OF CLIENTS ARE DELIGHTED

SECONDARY FEATURES

Customer Relationship Management

85% SATISFACTION
74% CATEGORY AVERAGE

Includes sales order management functions such as quotes, contract, marketing, and automation.

DEGREE OF SATISFACTION
Delights
Highly Satisfies
Almost Satisfies
Disappoints

53% OF CLIENTS ARE DELIGHTED

Governance Risk and Compliance

81% SATISFACTION
74% CATEGORY AVERAGE

Includes governance, risk management, compliance, security management, controls and audit.

DEGREE OF SATISFACTION
Delights
Highly Satisfies
Almost Satisfies
Disappoints

43% OF CLIENTS ARE DELIGHTED

Service Management

79% SATISFACTION
75% CATEGORY AVERAGE

Includes all aspects of service management, service orders, requests, field service and contracts.

DEGREE OF SATISFACTION
Delights
Highly Satisfies
Almost Satisfies
Disappoints

35% OF CLIENTS ARE DELIGHTED

Human Capital Management

77% SATISFACTION
74% CATEGORY AVERAGE

Includes employee management functions such as recruiting, payroll, development and performance management.

DEGREE OF SATISFACTION
Delights
Highly Satisfies
Almost Satisfies
Disappoints

28% OF CLIENTS ARE DELIGHTED

Job and Project Management

76% SATISFACTION
75% CATEGORY AVERAGE

Includes all aspects of project planning management, costing and billing, resource management and controls, and product data management.

DEGREE OF SATISFACTION
Delights
Highly Satisfies
Almost Satisfies
Disappoints
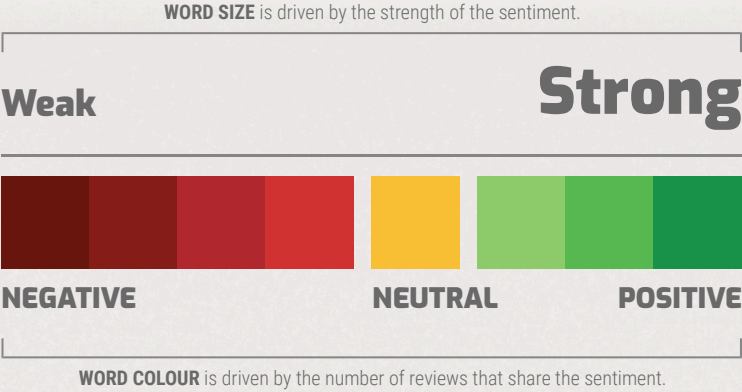
24% OF CLIENTS ARE DELIGHTED

UNIT4 ERP
Word Cloud

As organizations become more and more dependent on software to automate and streamline operations, users are developing strong emotional connections to their applications and vendors. The SoftwareReviews Word Cloud aggregates the most commonly experienced pain points and prevailing opinions held by its users. Use this at-a-glance summary to evaluate the vendor-client relationship and product effectiveness. Additional data about each of the emotional sentiments can be found on the following pages.

WORD SIZE is driven by the strength of the sentiment.

Weak   **Strong**

NEGATIVE   NEUTRAL   POSITIVE

WORD COLOUR is driven by the number of reviews that share the sentiment.

TRUSTWORTHY
INSPIRING ALTRUISTIC
SAVES TIME RELIABLE
GENEROSITY
CLIENT FRIENDLY POLICIES
LOVE
FAIR
FRIENDLY NEGOTIATION
OVER DELIVERED
RESPECTFUL APPRECIATES INCUMBENT STATUS

UNIQUE FEATURES EFFECTIVE
EFFICIENT HELPS INNOVATE
CLIENT'S INTEREST FIRST
INTEGRITY TRANSPARENT
ENABLES PRODUCTIVITY CRITICAL
CARING SECURITY PROTECTS
PERFORMANCE ENHANCING

UNIT4 ERP
Emotional Footprint

Importance to Professional Success

How important is Unit4 ERP to your current professional success?

CRITICAL
91%

4%
IRRELEVANT

B2B purchasing decisions not only rely on data and facts, but also gut instinct and emotional inputs. A vendors' Emotional Footprint can influence whether a client chooses to do business with the organization. The information displayed below represents the emotional sentiment held by end users of the software based on their experience with the vendor. Responses are captured on an eight-point scale.

EMOTIONAL SPECTRUM SCALE

-4	-3	-2	-1	+1	+2	+3	+4

NEGATIVE   **NEUTRAL**   **POSITIVE**

Strength of Emotional Connection

Overall, describe the strength of your emotional connection to Unit4 ERP

LOVE
84%

4%
HATE
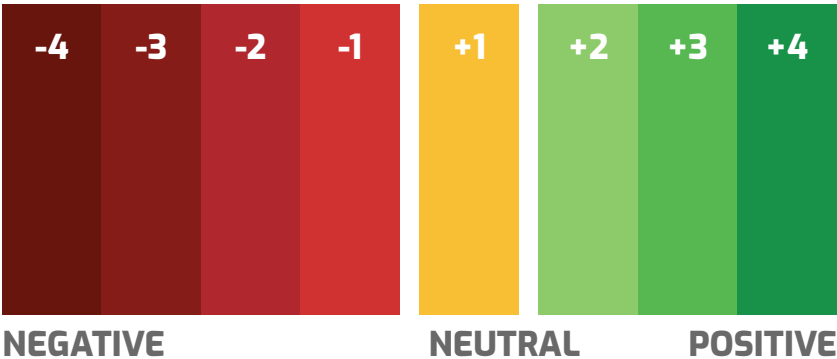
% - **%** = **NET EMOTIONAL FOOTPRINT**
POSITIVE   **NEGATIVE**

NET EMOTIONAL FOOTPRINT
UNIT4 ERP

+84

Strategy and Innovation

A score ranging from minus 4 to plus 4 is applied to each individual's emotional reaction to each question.

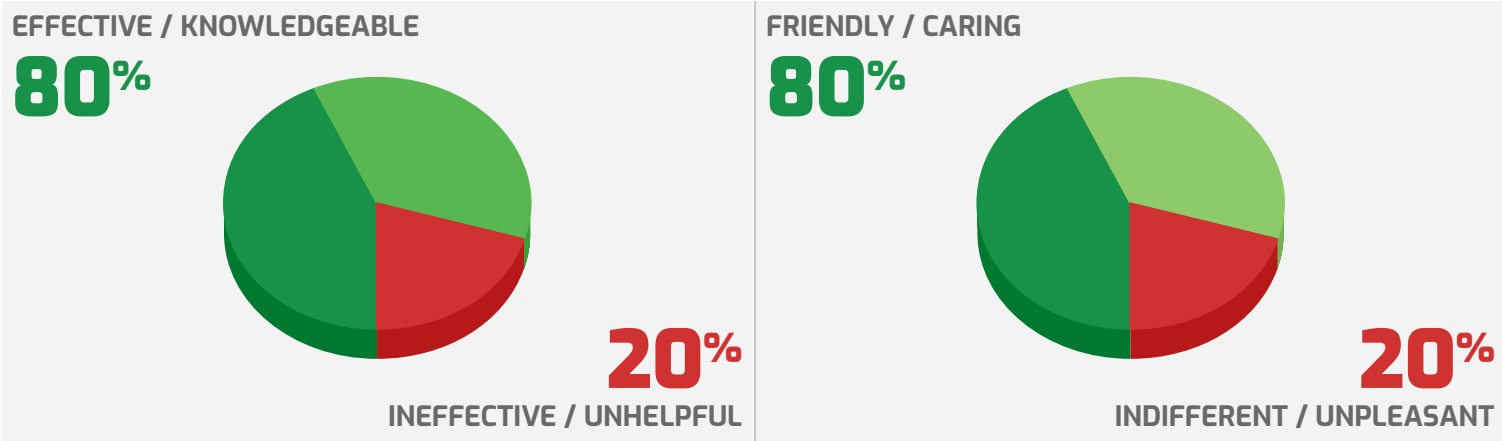*As a customer, please share your feelings across Unit4 ERP's Strategy and Innovation*

INSPIRING
92%

0%
DESPISED

CONTINUALLY IMPROVING
91%

5%
STAGNANT

INCLUDES PRODUCT ENHANCEMENTS
88%

7%
CHARGES FOR PRODUCT ENHANCEMENTS

HELPS INNOVATE
86%

5%
ROADBLOCK TO INNOVATION

APPRECIATES INCUMBENT STATUS
86%

2%
LEVERAGES INCUMBENT STATUS

Service Experience

As a customer, please share your feelings across Unit4 ERP Service Experience

RESPECTFUL
91%
4%
DISRESPECTFUL

CARING
91%
4%
NEGLECTFUL

EFFICIENT
86%
4%
BUREAUCRATIC

SAVES TIME
85%
4%
WASTES TIME

EFFECTIVE
80%
4%
FRUSTRATING

Product Experience

As a customer, please share your feelings across Unit4 ERP's Product Impact

ENABLES PRODUCTIVITY
94%
2%
RESTRICTS PRODUCTIVITY

RELIABLE
91%
2%
UNRELIABLE

SECURITY PROTECTS
90%
2%
SECURITY FRUSTRATES

PERFORMANCE ENHANCING
89%
4%
PERFORMANCE RESTRICTING

UNIQUE FEATURES
86%
2%
COMMODITY FEATURES

Negotiation and Contract Experience

As a customer, please share your feelings across Unit4 ERP's Negotiation and Contract

GENEROSITY
91%
4%
GREED

TRANSPARENT
90%
4%
DECEPTIVE

FRIENDLY NEGOTIATION
86%
4%
HARDBALL TACTICS

CLIENT'S INTEREST FIRST
84%
9%
VENDOR'S INTEREST FIRST

OVER DELIVERED
80%
6%
OVER PROMISED

Problem Resolution Experience

As a customer, please share your feelings across Unit4 ERP's Product Impact

INTEGRITY
96%
4%
LACK OF INTEGRITY

TRUSTWORTHY
96%
4%
BIG FAT LIARS

CLIENT FRIENDLY POLICIES
94%
4%
VENDOR FRIENDLY POLICIES

FAIR
89%
4%
UNFAIR

ALTRUISTIC
80%
4%
SELFISH

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Relationships and
Interaction

When interacting with Unit4 ERP your peers express the following positive and negative sentiments across several teams. Use this to assess this vendors' service orientation and ease of partnership.

Based on your interactions and relationships with Unit4 ERP, please summarize what you experienced

96% **POSITIVE SENTIMENTS**

4% **NEGATIVE SENTIMENTS**

NET RELATIONSHIP FOOTPRINT
+91

Sales Team

EFFECTIVE / KNOWLEDGEABLE
80%

FRIENDLY / CARING
80%

20%
INEFFECTIVE / UNHELPFUL

20%
INDIFFERENT / UNPLEASANT

Technical and Product Specialists

EFFECTIVE / KNOWLEDGEABLE
100%

FRIENDLY / CARING
100%

0%
INEFFECTIVE / UNHELPFUL

0%
INDIFFERENT / UNPLEASANT

Client Service Team

EFFECTIVE / KNOWLEDGEABLE
100%

FRIENDLY / CARING
100%

0%
INEFFECTIVE / UNHELPFUL

0%
INDIFFERENT / UNPLEASANT

Leadership Team

EFFECTIVE / KNOWLEDGEABLE
84%

FRIENDLY / CARING
84%

16%
INEFFECTIVE / UNHELPFUL

16%
INDIFFERENT / UNPLEASANT
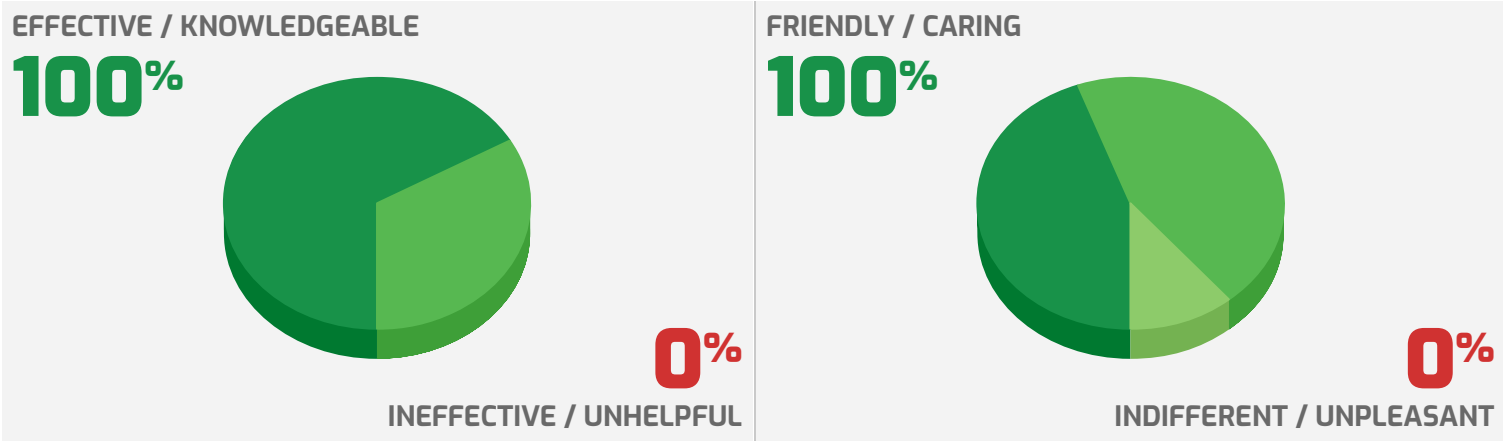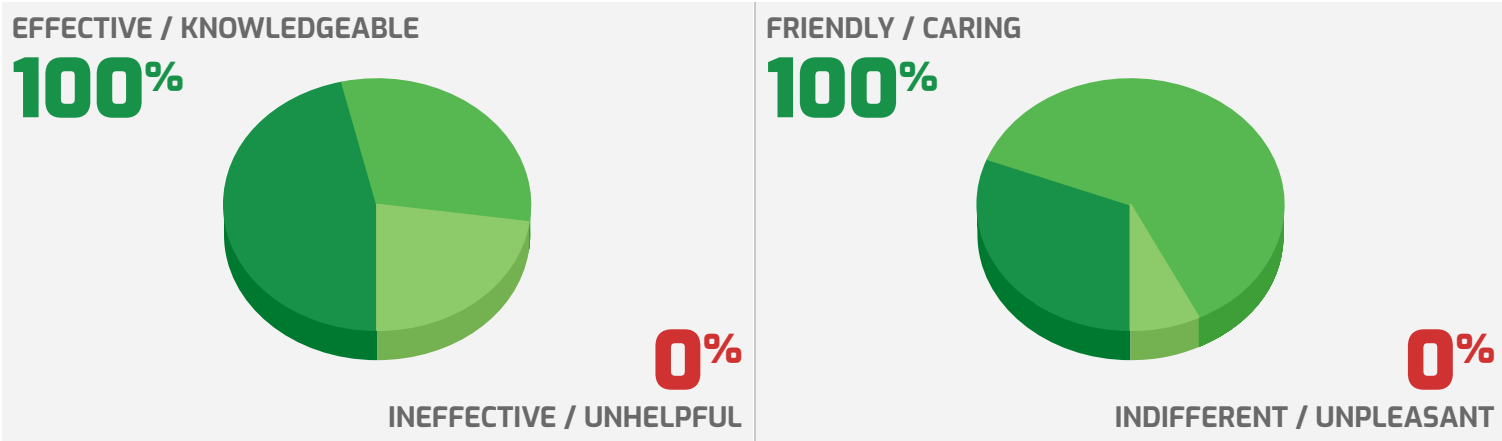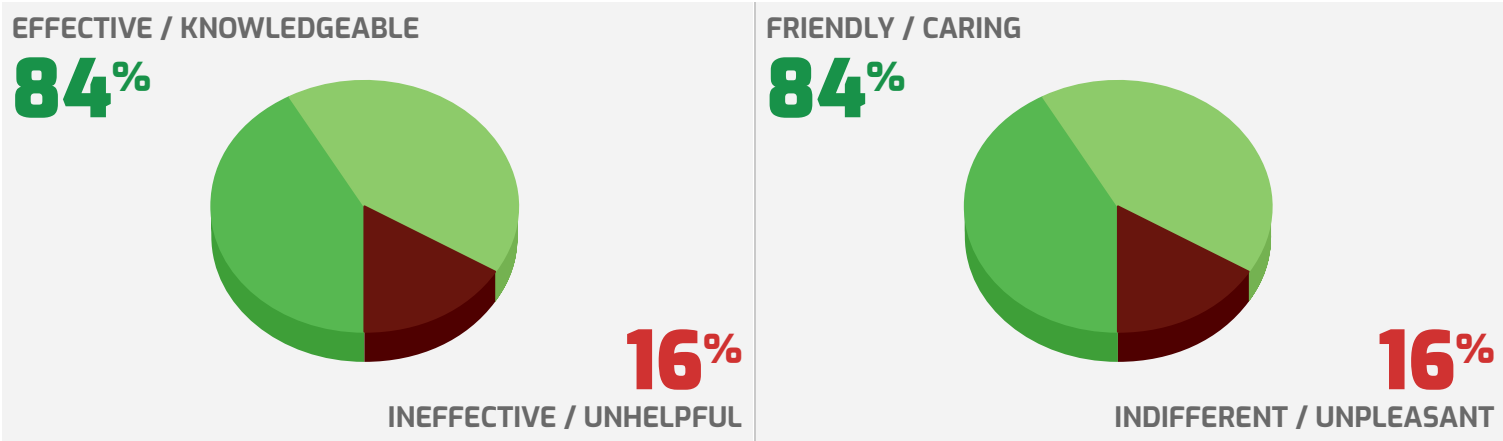
Joining Unit4 ERP

See why clients left which previous vendors for Unit4 ERP and their average increase or decrease in satisfaction with that move. Determine if your reasons for selecting match the most common ones, and predict your own change in satisfaction by looking at your peers.

1 PERSON HAS LEFT — ORACLE NETSUITE

PRIMARY REASON FOR LEAVING

- **Cost** ████████████
- Functionality
- Services
- Architecture
- Changing Needs
- Political Reasons
- Vendor Rationalization
- Usability
- Other

100% MORE SATISFIED WITH

1 PERSON HAS LEFT — Microsoft Dynamics NAV

PRIMARY REASON FOR LEAVING

- Cost
- Functionality
- **Services** ████████████
- Architecture
- Changing Needs
- Political Reasons
- Vendor Rationalization
- Usability
- Other

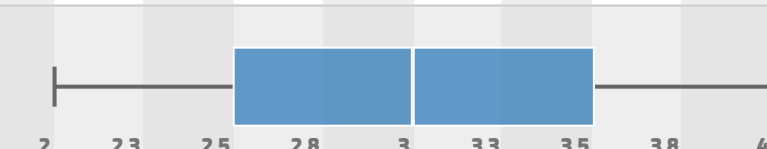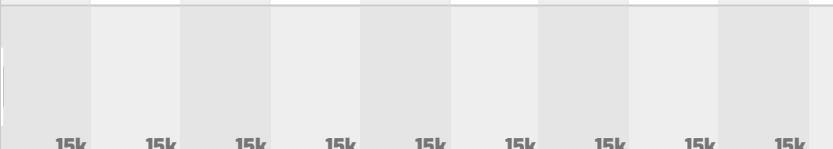**100%** MORE SATISFIED WITH

UNIT4

2 people are **100% more** satisfied with **Unit4 ERP** over their previous vendor on average

Implementation vs Satisfaction

See how popular different types of implementation can influence satisfaction with Unit4 ERP, the time taken to implement the product, and the cost associated. Use cost, time, and satisfaction levels to make the right decision for you.

Range

Smallest Value — First Quartile | Median | Third Quartile — Greatest Value
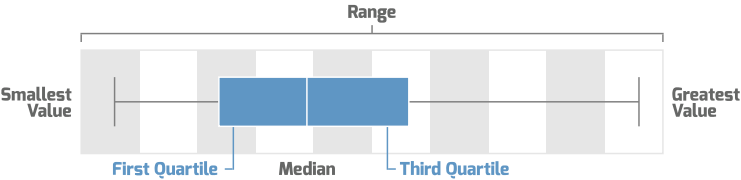
IMPLEMENTATION TYPE % of respondents		IMPLEMENTATION SATISFACTION	AVG WEEKS	WEEKS TO IMPLEMENT	AVG COST	COST TO IMPLEMENT
With the Vendor and a Third Party	7%	100%	2.0	3 4 5 6 7 8 9 10 11 12	$9,000	9k 9k 9k 9k 9k 9k 9k 9k 9k 9k
With the Vendor	42%	86%	13.4	8 16 24 32 40 48 56 64 72	$733,600	250k 500k 750k 1m 1.3m 1.5m 1.8m 2m 2.3m
Minimal Implementation Required	30%	81%	5.4	2.4 3.6 4.8 6 7.2 8.4 9.6 10.8 12 13.2	$10,000	10k 10k 10k 10k 10k 10k 10k 10k 10k 10k
Independent Implementation	20%	67%	3.0	2 2.3 2.5 2.8 3 3.3 3.5 3.8 4 4.3	$15,000	15k 15k 15k 15k 15k 15k 15k 15k 15k 15k

Training

How much have you spent on formal user and administrative training in the last year? How much do you need to spend on training in order to receive the most out of the product? See how the amount spent on training influences likeliness to recommend. Determine whether it's worth paying for training at all.

0%
of Companies Spent Zero Dollars on Training

NO TRAINING

Average Likeliness to Recommend

Organizations Experience a ▭ ▭

Change in Likeliness to Recommend When They Spend an Average of

-- ON TRAINING

Average Likeliness to Recommend

Organizations Experience a ▭ ▭

Change in Likeliness to Recommend When They Spend an Average of

-- ON TRAINING

Average Likeliness to Recommend

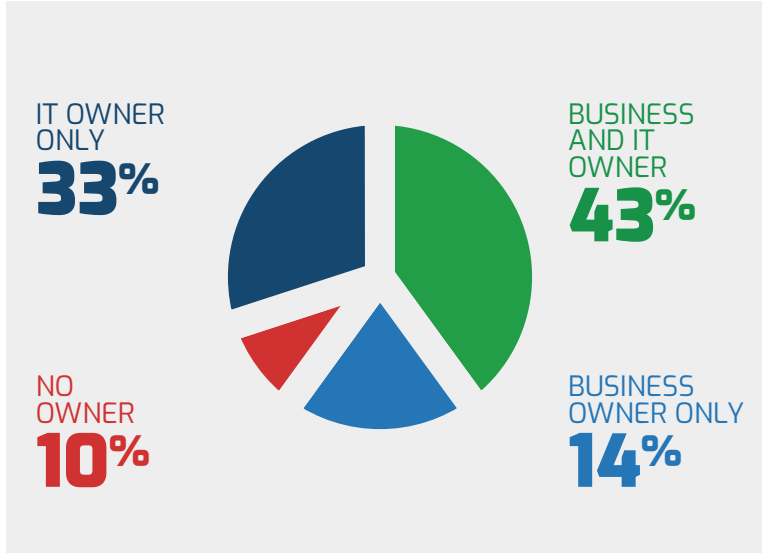**INFO~TECH**
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Staffing and Ownership

Be prepared. Ensure you staff the maintenance of Unit4 ERP correctly or risk dissatisfaction. See how likeliness to recommend, satisfaction with the ease of IT administration and satisfaction with the ease of customization correlates with the amount of staff supporting and maintaining the software. Determine how many support staff and developers you'll need to be successful and what they'll cost.

NUMBER OF IT SUPPORT STAFF REQUIRED		LIKELINESS TO RECOMMEND	EASE OF IT ADMINISTRATION SATISFACTION	EASE OF CUSTOMIZATION SATISFACTION
11+ STAFF	31%	↑ 15% WITH ~478 MORE STAFF	↑ 10% WITH ~478 MORE STAFF	↑ 19% WITH ~478 MORE STAFF
6-10 STAFF	13%			
4-5 STAFF	25%	76% WITH ~7 STAFF	75% WITH ~7 STAFF	66% WITH ~7 STAFF
3 STAFF	12%			
2 STAFF	13%	↑ 1% WITH ~4 LESS STAFF	↑ 5% WITH ~4 LESS STAFF	↓ 5% WITH ~4 LESS STAFF
1 STAFF	6%			
0 STAFF	0%			

NUMBER OF DEVELOPERS REQUIRED		LIKELINESS TO RECOMMEND	EASE OF IT ADMINISTRATION SATISFACTION	EASE OF CUSTOMIZATION SATISFACTION
11+ STAFF	31%	↑ 17% WITH ~220 MORE STAFF	↑ 10% WITH ~220 MORE STAFF	↑ 22% WITH ~220 MORE STAFF
6-10 STAFF	19%			
4-5 STAFF	19%	74% WITH ~7 STAFF	75% WITH ~7 STAFF	63% WITH ~7 STAFF
3 STAFF	6%			
2 STAFF	12%	↑ 5% WITH ~5 LESS STAFF	↑ 5% WITH ~5 LESS STAFF	↑ 1% WITH ~5 LESS STAFF
1 STAFF	13%			
0 STAFF	0%			

Staff Salaries

SALARY	SUPPORT			
$100K +	0%			
$76 - $100K	50%	👤 $95K	👤 $90K	👤 $100K
$51 - $75K	17%	👤 $72K		
$31 - $50K	16%	👤 $50K		
<= $30K	0%			

SALARY	DEVELOPERS			
$100K +	33%	👤 $150K	👤 $120K	
$76 - $100K	50%	👤 $80K	👤 $80K	👤 $100K
$51 - $75K	17%	👤 $72K		
$31 - $50K	0%			
<= $30K	0%			

Established Clear Ownership

IT OWNER ONLY **33%**

BUSINESS AND IT OWNER **43%**

NO OWNER **10%**

BUSINESS OWNER ONLY **14%**

Ownership Satisfaction

BUSINESS AND IT OWNER **83%**

BUSINESS OWNER ONLY **79%**

NO OWNER **67%**

IT OWNER ONLY **86%**

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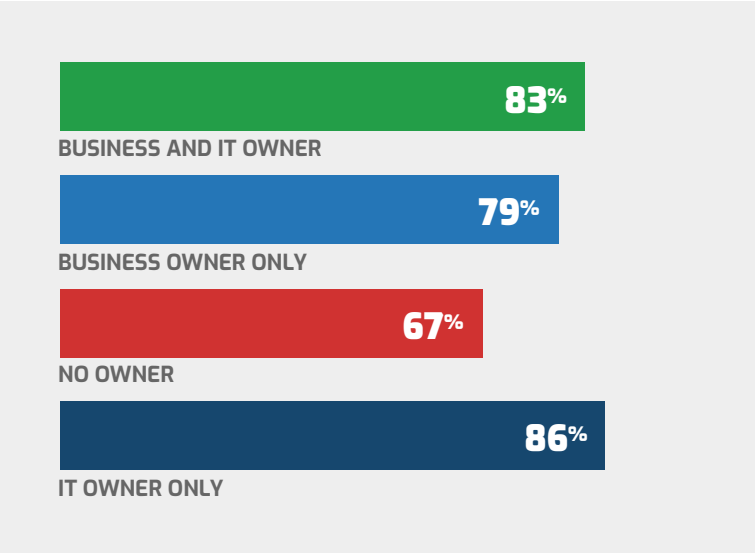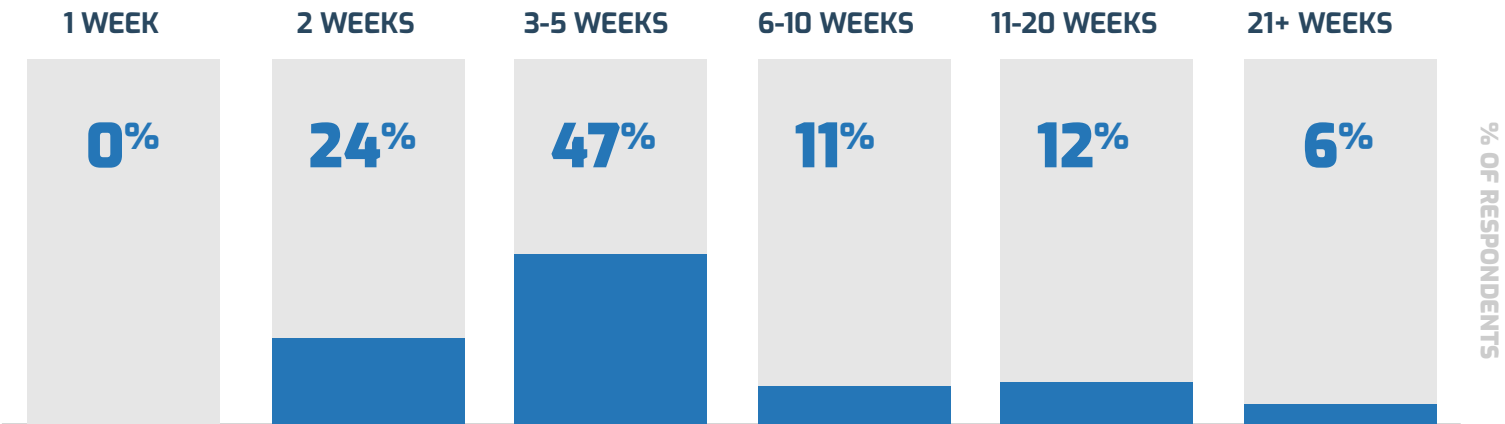
How Selection Decisions are Made

Spend the right amount of time making your decision. See how formal peers' selection processes are to allocate appropriate resourcing for this project.
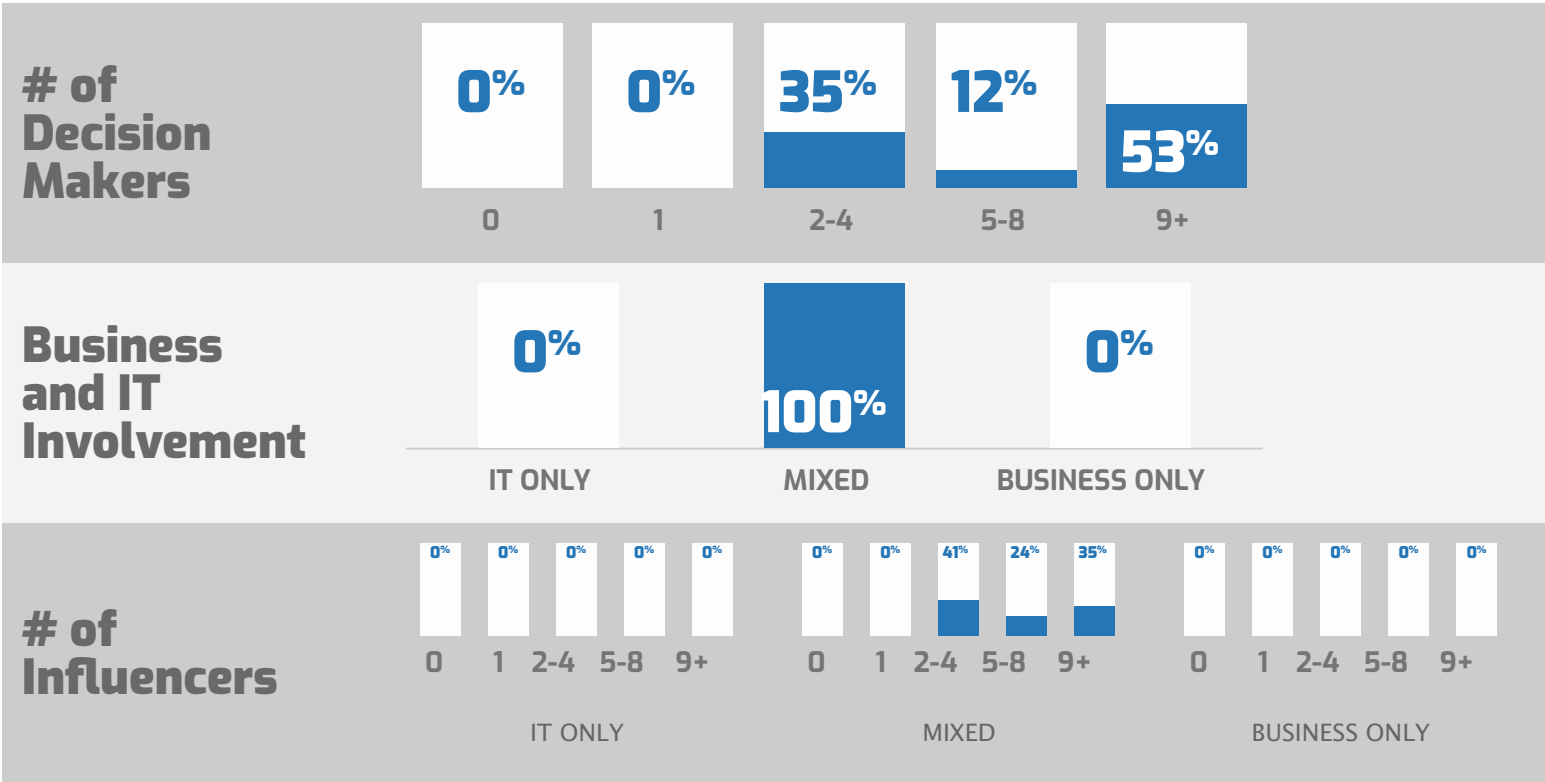
How much time and effort (in weeks) was spent making your selection decision?

1 WEEK	2 WEEKS	3-5 WEEKS	6-10 WEEKS	11-20 WEEKS	21+ WEEKS
0%	24%	47%	11%	12%	6%

% OF RESPONDENTS

Who Made the Selection

Involve the right people when purchasing. See who peers' involved in the decision to ensure you're involving the right mix of business and IT.

How many people were involved in the following capacities during this vendor selection decision?

# of Decision Makers	0	1	2-4	5-8	9+
	0%	0%	35%	12%	53%

Business and IT Involvement	IT ONLY	MIXED	BUSINESS ONLY
	0%	100%	0%

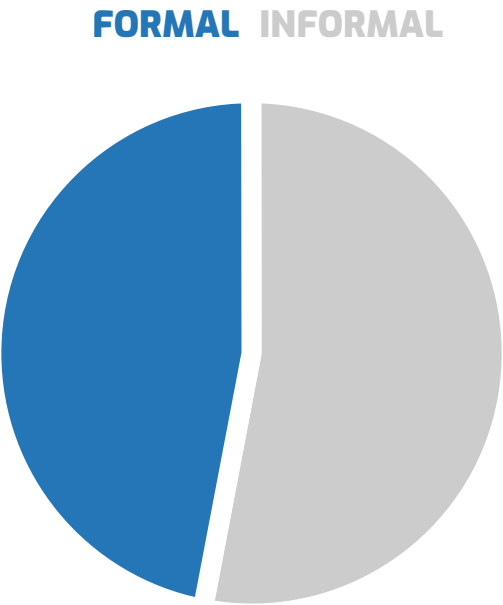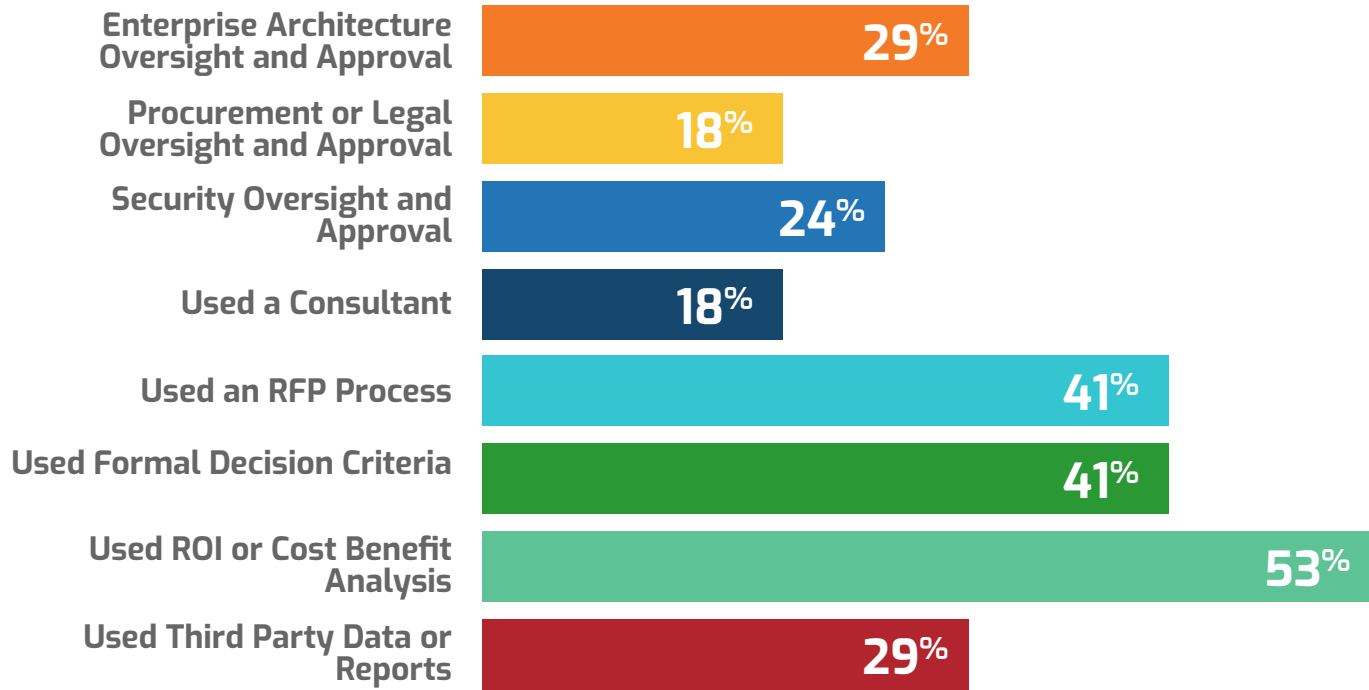| # of Influencers		IT ONLY					MIXED					BUSINESS ONLY		
	0	1	2-4	5-8	9+	0	1	2-4	5-8	9+	0	1	2-4	5-8	9+
	0%	0%	0%	0%	0%	0%	0%	41%	24%	35%	0%	0%	0%	0%	0%

Selection Methodology

Software that is integral to the business needs a full, formal, front-to-back selection process which takes time and resources. Some software can be purchased with less involvement. Understand what process you should undertake.

Selection Process, Oversight, and Approval

What processes, oversights, and approvals were used in your evaluation and selection process?

Discover the most popular types of selection processes, oversights, and approvals used for Unit4 ERP. Because companies may use more than one process when selecting software, these percentages don't necessarily add to 100%.

Enterprise Architecture Oversight and Approval	29%
Procurement or Legal Oversight and Approval	18%
Security Oversight and Approval	24%
Used a Consultant	18%
Used an RFP Process	41%
Used Formal Decision Criteria	41%
Used ROI or Cost Benefit Analysis	53%
Used Third Party Data or Reports	29%

How Effective is the Selection Process

78% EFFECTIVE

INFO~TECH
RESEARCH GROUP

Market Size Comparison

Most products aren't well-suited for businesses of all shapes and sizes. See which market segment Unit4 ERP fits best. "Small" businesses range from 1 to 500 employees, "Medium" businesses range from 501 to 5,000 employees, and "Large" businesses have more than 5,000 employees.

SMALL — NET PROMOTER SCORE: -65

NET PROMOTER		
Promoters		0%
Passives		35%
Detractors		65%

CAPABILITY SATISFACTION		
Delighted		34%
Highly Satisfied		55%
Almost Satisfied		11%
Disappointed		0%

FEATURE SATISFACTION		
Delighted		34%
Highly Satisfied		57%
Almost Satisfied		9%
Disappointed		0%

IMPLEMENTATION SATISFACTION		
Delighted		35%
Highly Satisfied		65%
Almost Satisfied		0%
Disappointed		0%

COST SATISFACTION		
Delighted		35%
Highly Satisfied		35%
Almost Satisfied		30%
Disappointed		0%

ORG FIT
1: ARCHITECTURAL PLATFORM FIT
2: EXISTING PERSONAL RELATIONSHIP
3: PREVIOUSLY INSTALLED PRODUCT OR VENDOR

IMPORTANCE			
CAP 36%	COST 2%	FEAT 39%	ORG 23%

PLAN TO RENEW: 100%

MEDIUM — NET PROMOTER SCORE: +31

NET PROMOTER		
Promoters		44%
Passives		43%
Detractors		13%

CAPABILITY SATISFACTION		
Delighted		30%
Highly Satisfied		50%
Almost Satisfied		12%
Disappointed		8%

FEATURE SATISFACTION		
Delighted		32%
Highly Satisfied		55%
Almost Satisfied		4%
Disappointed		9%

IMPLEMENTATION SATISFACTION		
Delighted		44%
Highly Satisfied		29%
Almost Satisfied		14%
Disappointed		13%

COST SATISFACTION		
Delighted		37%
Highly Satisfied		56%
Almost Satisfied		0%
Disappointed		7%

ORG FIT
1: COST   2: ARCHITECTURAL PLATFORM FIT
3: COMPELLING SALES EXPERIENCE

IMPORTANCE			
CAP 55%	COST 1%	FEAT 40%	ORG 4%

PLAN TO RENEW: 87%

LARGE — BEST FIT — NET PROMOTER SCORE: +52

NET PROMOTER		
Promoters		61%
Passives		30%
Detractors		9%

CAPABILITY SATISFACTION		
Delighted		34%
Highly Satisfied		52%
Almost Satisfied		14%
Disappointed		0%

FEATURE SATISFACTION		
Delighted		36%
Highly Satisfied		53%
Almost Satisfied		11%
Disappointed		0%

IMPLEMENTATION SATISFACTION		
Delighted		52%
Highly Satisfied		31%
Almost Satisfied		17%
Disappointed		0%

COST SATISFACTION		
Delighted		27%
Highly Satisfied		60%
Almost Satisfied		13%
Disappointed		0%

ORG FIT
1: SKILL AND STAFF FIT   2: ARCHITECTURAL PLATFORM FIT
3: MANAGING RISK AND POTENTIAL FAILURE

IMPORTANCE			
CAP 36%	COST 3%	FEAT 37%	ORG 24%

PLAN TO RENEW: 100%

Years of Ownership

See how longevity of ownership affects satisfaction across the product.

In what year did you implement Unit4 ERP?

# OF YEARS	% OF RESPONDENTS	HOW LIKELY TO RECOMMEND?	VENDOR CAPABILITY	FEATURES AND FUNCTIONALITY	LIKELY TO RENEW
1	6%	100%	93%	95%	100%
2	25%	81%	74%	81%	100%
3	25%	94%	89%	89%	100%
4	25%	73%	75%	76%	100%
5	7%	100%	89%	83%	100%
6-10	12%	37%	36%	42%	--
11+	--	--	--	--	--
AVERAGE		**79%**	**78%**	**79%**	**96%**

Involvement of Customers

See how involvement with the product affects satisfaction across the product. Because users can be involved with a product in more than one capacity, the % of Respondents column doesn't necessarily add to 100%.

What is or was the nature of your involvement with this product?

INVOLVEMENT	% OF RESPONDENTS	HOW LIKELY TO RECOMMEND?	VENDOR CAPABILITY	FEATURES AND FUNCTIONALITY	LIKELY TO RENEW
IT LEADER OR MANAGER	43%	91%	85%	85%	100%
BUSINESS LEADER OR MANAGER	30%	70%	72%	76%	94%
VENDOR MANAGEMENT AND RENEWAL	27%	69%	70%	68%	77%
END USER OF APPLICATION	27%	76%	70%	74%	93%
IT DEVELOPMENT, INTEGRATION, AND ADMINISTRATION	26%	75%	68%	79%	91%
INITIAL IMPLEMENTATION	17%	85%	79%	86%	100%
VENDOR SELECTION AND PURCHASING	17%	66%	71%	72%	70%
AVERAGE		**79%**	**78%**	**79%**	**96%**

Role of Customers

See how department or seniority affects satisfaction across the product.

Please select your current role.

ROLE	% OF RESPONDENTS	HOW LIKELY TO RECOMMEND?	VENDOR CAPABILITY	FEATURES AND FUNCTIONALITY	LIKELY TO RENEW
INFORMATION TECHNOLOGY	44%	87%	80%	84%	100%
FINANCE	22%	69%	68%	67%	89%
OPERATIONS	17%	86%	88%	88%	100%
HUMAN RESOURCES	8%	38%	52%	59%	68%
PUBLIC SECTOR	5%	56%	75%	78%	100%
SALES AND MARKETING	4%	100%	95%	80%	100%
VENDOR MANAGEMENT	--	--	--	--	--
INDUSTRY SPECIFIC ROLE	--	--	--	--	--
CONSULTANT	--	--	--	--	--
C-LEVEL	--	--	--	--	--
STUDENT OR ACADEMIC	--	--	--	--	--
AVERAGE		**79%**	**78%**	**79%**	**96%**

Usage Level of Customers

See how the frequency of interaction with the product affects satisfaction.

How often do you use the features and functionality of this software?

USAGE	% OF RESPONDENTS	HOW LIKELY TO RECOMMEND?	VENDOR CAPABILITY	FEATURES AND FUNCTIONALITY	LIKELY TO RENEW
WEEKLY	39%	83%	82%	82%	100%
DAILY	35%	81%	77%	79%	87%
OCCASIONALLY	13%	70%	76%	78%	100%
RARELY OR NEVER	13%	71%	70%	70%	100%
PREVIOUSLY USED	--	--	--	--	--
AVERAGE		**79%**	**78%**	**79%**	**96%**